

VETERANS EMPLOYMENT OPPORTUNITY ACT

Hiring for this position is governed by the Veterans Employment Opportunity Act of 1998 ("VEOA"), as made applicable by the Congressional Accountability Act of 1995 ("CAA"). Pursuant to the VEOA, qualified applicants who are not current employees of the Office of the Senate Sergeant at Arms and who are disabled or who have served on active duty in the Armed Forces during certain specified time periods or in certain military designated campaigns ("veterans") may be eligible to receive a preference over non-veterans in hiring decisions. Family members of veterans may also be eligible to receive a veterans' preference if the veteran cannot claim his or her veterans' preference.

To be eligible for a veterans' preference, applicants must meet all of the requirements set forth in the VEOA and applicable regulations. Those eligibility requirements are summarized in the Application for Veterans' Preference, which is available at www.senate.gov/saaemployment.

If claiming a veterans' preference, an applicant must indicate that he/she is preference eligible on the application or resume and must submit a completed copy of the Application for Veterans' Preference along with the supporting documentation specified on that form. If the Office of the Senate Sergeant at Arms does not receive the Application for Veterans' Preference and supporting documentation by the closing date, the applicant's claim for a veterans' preference may be denied.

Applicants may obtain a copy of the Office's Veterans' Preference In Appointments policy by submitting a written request to resumes@saa.senate.gov.

Individuals who are entitled to a veterans' preference are invited to self-identify voluntarily. This information is intended solely for use in connection with the obligations and efforts of the Office of the Senate Sergeant at Arms to provide veterans' preference to preference-eligible applicants in accordance with the VEOA. An applicant's status as a disabled veteran and any information regarding an applicant's disability, including the applicant's medical condition and history, will be kept confidential and will be collected, maintained and used in accordance with the Americans with Disabilities Act of 1990, as made applicable by section 102(a)(3) of the CAA, 2 U.S.C. §1302(a)(3). An applicant who declines to self-identify as a disabled veteran and/or to provide information and documentation regarding his/her disabled veteran's status will not be subjected to an adverse employment action, but the individual may be ruled ineligible for a veterans' preference.



SENIOR EQUIPMENT SERVICES SPECIALIST

NATURE OF WORK

This is lead administrative and technical work responsible for overseeing the ordering, receiving, shipping, inventorying, and delivering of equipment and services in support of the Senate community. Work includes assigning and reviewing work of other employees, and preparing purchase orders, invoices and other paperwork. Work also includes tracking inventory and spending for equipment and services. Work in this classification is distinguished by its level of expertise, lead assignments, and the complexity and visibility of issues. Work is performed with considerable independence under the general supervision of an immediate supervisor, and is reviewed for quality and quantity of work performed and adherence to policies and procedures.

EXAMPLES OF WORK

(This list is not absolute or restrictive, but indicates approximate duties and responsibilities which may be redefined pursuant to operational needs.)

- Reviews, assigns and monitors the ordering, receiving, shipping, issuance, delivery, transfer, activation, installation, and suspension of equipment and services; provides guidance and assists in orienting and training new employees.
- Provides escalation of state installation issues with IT equipment that has been shipped out to state offices; determines equipment compatibility of stock equipment.
- Oversees the preparation of return-to-stock equipment for disposition, including the operation and troubleshooting of various software applications to wipe equipment, and ensuring data has been removed; works closely with COMSEC to ensure all equipment is skidded and prepared by NSA standards.
- Provides guidance to program users and system administrators with regard to troubleshooting issues, providing system requirements, testing new and modified applications and implementing new processes; works closely with other technical groups to assess functionality issues, take corrective action and expand solutions.
- Responds to inquiries regarding the configuration of cables; provides cables as required.
- Leads and maintains inventory; resolves inventory issues and questions found during routine inventories in Senate offices.
- Inputs information to automated inventory management and online ordering systems, as well as databases for tracking equipment and services; generates reports.
- Coordinates among Senate offices, Senate Help Desk, and vendors to resolve technical problems.



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- Adds, changes and deletes products and services to the technology catalog; provides customized products, configuration sheets and enhancements to the catalog; provides detailed descriptions of equipment based on user requirements; ensures that current prices are quoted; assists with testing the catalog changes and enhancements before products and services are available to the Senate community.
- Works with SAA Finance and vendors to resolve billing questions for Senate offices, Committees and SAA accounts.
- Serves as liaison between Senate offices and vendors; maintains and provides accurate documentation of equipment assignments; assesses eligibility of Senate offices for requested equipment based on current allocation regulations.
- Receives bids from various vendors; initiates purchase orders for Senate equipment; initiates purchase orders for repairs and tracks service calls; renews and cancels equipment maintenance contracts.
- Analyzes the needs of Senate offices and assists with identifying the best equipment to meet those needs; assists offices with the purchase of non-standard equipment, verifying price and availability.
- Serves as liaison between the Senate and the General Service Administration (GSA) on local and state equipment; maintains and provides accurate documentation of equipment assignments to Senate offices; maintains and consults file on GSA contract schedules to verify pricing and specifications of equipment
- Documents policies, procedures, and business practices to ensure proper adherence to SAA organizational plans and vendor requirements.
- Evaluates technical recommendations for soundness, completeness and consistency with operational and strategic objectives.
- Coordinates the disposal of all excess equipment; coordinates with SAA off-site warehouse for removal and storage of local excess equipment.
- Assists supervisor in developing, forecasting, and monitoring budget and expenditures.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires good hand- eye coordination, the ability to sit or stand for extended periods and occasional physical effort such as standing, walking, bending, kneeling, crawling, and/or safely lifting or safely carrying objects up to 50 pounds.

MINIMUM QUALIFICATIONS

Work requires a high school diploma (or GED), and three to five years of experience in coordinating IT, telecom and/or general office equipment, and an understanding of inventory management methods; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

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The statements contained herein reflect general details necessary to describe the principal functions of this class, knowledge and skill typically required and the physical demands and working conditions, but should not be considered an all-inclusive listing of work requirements.

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- Knowledge of departmental rules, regulations, procedures and functions, including policies and regulations set by the Senate Rules Committee and the Senate Committee on Ethics.
- Knowledge of modern public procurement, inventory control and asset management practices.
- Knowledge of office equipment, computers, relevant software/Web applications, and spreadsheets and databases.
- Knowledge of project management methodologies and principles.
- Ability to plan, organize, and assign the work of staff.
- Ability to assign, inspect and coordinate work in an efficient manner.
- Ability to respond to customer inquiries and complaints in a tactful, timely and courteous manner.
- Ability to enter and to keep accurate computerized records.
- Ability to install, test and remove equipment.
- Ability to establish and maintain effective working relationships with coworkers, vendors, and other Federal agencies.
- Ability to communicate effectively.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.

Sr. Equipment Services Specialist – Shipping & Receiving section:

This position monitors and updates the inventory and service request systems with new IT and office equipment installations, returns to stock, moves, replacements, deliveries, repairs/maintenance, locations and processes the disposal of equipment for both DC and state locations. It ensures all asset information is accurately identified, all documentation is received, and all systems are updated. It assists with the removal of Senate equipment from state offices while working with General Services Administration. This position is tasked with reviewing section processes and making recommendations for process improvement and is also tasked with providing budget input to the section supervisor. This position also serves as backup to the supervisor for the section, combining receiving, shipping and asset management duties with routine staff supervision of less senior employees. It serves as the lead on projects that impact the receiving, service ticket management, asset administration, and IT ordering functionalities of the service management and inventory management systems.