



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.



OFFICE OF THE SERGEANT AT ARMS AND DOORKEEPER
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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:



- 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.

State Office Oversight is a new office created under ITSS/Equipment Services that is tasked with overseeing all state office openings, closings and relocations and ensuring that all SAA stakeholders are on track with their tasks and coordinating with each other and the Member state office. This office drafts documentation and obtains approval for policy changes to support state office operations.

Specific responsibilities of this office include:

- Work with Senate office staff on defining the scope of work for state office openings, relocations and closings.
- Work with outside agencies (i.e. General Contractors, Landlords, GSA Project Managers, GSA Congressional Support Representatives) on construction schedules to help develop SAA project plans and schedules.
- Develop and oversee project plans and timelines so that the CIO, Operations and OPSAC support groups can prepare resources and begin their state office processes in the areas of telecom, network, security and IT support.
- Oversee CIO, Operations and OPSAC tasks to ensure each group stays aligned with project plans and timelines.
- Identify areas for improvement and work with CIO, Operations and OPSAC management to implement state processes that will help SAA support groups meet the expectations of the Senate office.
- Engage CIO, Operations and OPSAC groups with sharing project information, status, issues and delays. Bridge communication gaps and ensure all groups have up to date information and support to complete their tasks.
- Manage the State Office Oversight SharePoint site which includes state office floor plans, relocation/opening/closing memos, project plans, ticket links, calendars and status reports.
- Attend meetings and conference calls with various groups within and outside the Senate to plan, develop and oversee state office functions pertaining to the opening, closing and relocation of Senate offices.