

## **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](http://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](mailto: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 TECHNOLOGY SOLUTIONS SPECIALIST

### NATURE OF WORK

This is senior professional and technical work designing, installing, configuring and maintaining information technology (IT) hardware, software and networks supporting the Senate. Work includes researching, evaluating and deploying new technology that meets or improves upon Senate business requirements. Work also includes coordinating the release of new technology. Work in this classification is distinguished from the Integration Solutions Specialist by its level of expertise, lead assignments, ability to work independently, interactions with users, and the release and implementation of new technologies. Work is performed under the general direction of an IT Manager.

### EXAMPLES OF WORK

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

- Coordinates new technology implementations within the Senate community.
- Researches, evaluates, tests and approves new and emerging technology solutions; analyzes new technology for its impact on the Senate environment; tests new releases on Senate supported platforms; develops product configuration standards for use in the Senate environment; recommends strategic direction for the Senate.
- Customizes and/or develops solutions to expand functionality of existing technology implementations.
- Prepares and maintains support documentation.
- Provides advanced level technical support to users, support vendors and other technical staff.
- Ensures a standardized procurement procedure for the deployment of Senate approved technology.

### PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires sitting and operating a computer for extended periods, with occasional standing, climbing, pulling and safely lifting up to 25 pounds. May occasionally work evenings or weekends to resolve problems or handle incidents, or provide applications/systems support.

### MINIMUM QUALIFICATIONS

Work requires a Bachelor's degree in Information Systems/Computer Science or a related technical field, and five to eight years of system, network, IT maintenance and support experience; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of IT software, hardware and network communication technology and protocols.



- Knowledge of network operating systems.
- Knowledge of current and emerging technologies and principles of IT.
- Knowledge of systems analysis and systems integration methodologies.
- Ability to lead assignments.
- Ability to analyze, evaluate, troubleshoot and resolve complex and critical system hardware, software or networking related problems.
- Ability to plan and conduct hardware, software and network testing and evaluation programs.
- Ability to plan and coordinate the deployment of new technology and resolve technical problems.
- Ability to prepare and maintain technical documentation of installation and configuration procedures.
- Ability to establish and maintain effective working relationships with Senate office and committee staffs, the public, and Senate executive management, managers, supervisors, and subordinates.
- Ability to communicate effectively.

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**LICENSES, CERTIFICATION AND OTHER REQUIREMENTS**

None.

## **U.S. Senate – Senior Technology Solutions Specialist**

The United States Senate is seeking a Senior Technology Solutions Specialist. This position will require the incumbent to function in a lead capacity, applying significant knowledge and in-depth understanding of a large variety of hardware, software and networking technology.

This position requires a Bachelor's Degree in computer science or a related technical area, and five to eight years of applicable information technology experience; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

### **Position Requirements:**

- Ability to analyze, evaluate, troubleshoot, conduct regression testing and resolve complex and critical system and networking related problems.
- Extensive experience with Microsoft Windows desktop and server operating systems.
- Experience with Apple Macintosh operating systems and related technologies.
- Knowledge of information technology platforms, hardware, software, and network communication technologies and protocols.
- Ability to plan and conduct information technology evaluations based on defined criteria and requirements.
- Must possess excellent written and oral communication skills; must be able to clearly communicate complex technical concepts to both technical and non-technical audiences. A writing sample may be requested in advance or during the interview process.
- Experience with Microsoft applications and services such as Active Directory, DNS, Exchange, ActiveSync, SQL, UC and collaboration services desired.
- Desktop imaging and deployment experience with Microsoft Deployment Toolkit and Windows Application Development Kit is required.
- Automation and scripting experience with PowerShell and VBScript highly desired.
- Experience managing hardware product lifecycle including deployment of drivers and applications highly desired.
- Knowledge of technology industry trends and emerging technologies.
- Experience managing and maintaining a multifaceted technology lab environment including lab network and assets.

This is professional work implementing and supporting information technology systems, programs and networks. The incumbent may be called upon to research and resolve issues escalated by other support groups, as well as contribute to a long-term strategic direction for Senate technology. The successful applicant must be effective working in project teams and capable of working independently, while managing multiple projects and tasks simultaneously.

This position requires excellent analytical and technical skills, the ability to learn new technologies, and excellent verbal and written communication skills. Work is performed with considerable technical independence under the general supervision of the section supervisor who reviews work for results achieved.