

## 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.



## INFORMATION TECHNOLOGY OPERATIONS SPECIALIST

### NATURE OF WORK

This is technical work monitoring and administering the mainframe system and Central LAN application servers along with associated peripherals to ensure continual efficient operations. Work includes operating all computer and server equipment and assisting in preparing logs and maintenance tasks. When system failures occur, the incumbent is expected to document and resolve the problem, notify proper personnel, and bring the system up in a timely manner. There is extensive collaboration with the Help Desk, end-users, and system programmers to assist with job productions and problem resolution. Work is performed under the supervision of the shift supervisor who is available to assist with technical issues.

### EXAMPLES OF WORK

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

- Processes critical routine production and maintenance activities for mainframe-based systems including dumps, backups, reports, disaster recovery procedures, and transfer of daily information regarding Senate floor activity to the House of Representatives.
- Monitors and maintains gateways and servers for efficient operation; detects potential and existing problems and errors; provides basic server troubleshooting to quickly resolve problems and, if unsuccessful, escalates to the appropriate staff for additional support.
- Performs ongoing enterprise service management and account administration for electronic message traffic volumes over the Senate's internet/intranet, including personal digital assistant devices; provides support to Senate staff by troubleshooting reported problems and taking corrective action.
- Maintains and updates production job scheduler, including making necessary job control language changes, ensuring that all production, maintenance, and backup jobs are performed.
- Prepares and maintains turnover logs, processing of daily transfer operations (tape media and electronic) and recording maintenance logs of system abnormalities.
- Identifies, assigns, and prepares physical Data Center space to meet system owners' specifications and server requirements; identifies appropriate network communication ports, provisions adequate power, establishes back-end connectivity and association with Network Operation Center, and ensures adequate cooling temperatures.
- Operates all computer equipment and associated peripherals; maintains tape drives, printers, consoles, PC servers, web-based servers, gateways and other peripherals.
- Monitors and troubleshoots availability of intranet application servers
- Assists Production Control Specialists with processing nightly batch jobs, performing tape management activities and managing off-site media rotations.

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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.*



- Performs after-hour, holiday and weekend support.

#### PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires operating a keyboard for production processing, bending to file and pull tapes, lifting boxes of paper and hand-eye coordination in operating all hardware devices. Work exposes the incumbent to cool office conditions with considerable noise.

#### MINIMUM QUALIFICATIONS

Work requires an associate's degree or technical training in computer science or related field, and two years working experience in computer operations or network operations center; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of the capabilities, operating requirements and program operation of industry leading computer hardware equipment, current software applications, networks and peripheral equipment.
- Ability to analyze, evaluate, troubleshoot and resolve system hardware, software or networking related problems.
- Ability to execute complex oral and written technical instructions.
- Knowledge of operating systems and server administration with the ability to administer accounts and perform maintenance activities.
- Knowledge of current email systems and industry leading third-party applications with the ability to administer and support them.
- Knowledge of mainframe systems and operation with the ability to execute various system commands and process jobs.
- Ability to multitask, prioritize and meet deadlines.

#### LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.