

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 SYSTEM SUPPORT ANALYST

NATURE OF WORK

This is advanced technical work requiring an in-depth understanding of the information technology (IT) hardware and software used in Senate offices, and an understanding of the IT Support Contract. Work includes ensuring the prompt and timely installation and support of Senate office IT equipment, both hardware and software. Work includes evaluating, verifying and approving hardware configurations for Senate offices prior to, during and after installation. Work also includes the ongoing resolution and support of hardware and software problems and technology implementation. Work in this classification is distinguished from the System Support Analyst by its level of expertise and lead assignments. Work is performed with considerable independence under the general supervision of an Information Technology Manager or other immediate supervisor who reviews work for results achieved.

EXAMPLES OF WORK

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

- Oversees IT support vendor staff in the day-to day operations under the contract; reviews installation work tickets for contractual compliance.
- Develops standard guidelines and specifications to ensure service level compliance.
- Develops daily, weekly and monthly reviews and reports for trend analysis and management information.
- Coordinates and conducts problem resolution with internal and external technical contacts to trouble shoot processes, equipment, and software where multiple parties are involved.
- Coordinates installations, upgrades, and move meetings with vendor and Senate office; confirms schedule, dates, times and related logistics; develops contingency plans for problematic installations to minimize mishaps and ensure timely and accuracy of task completion.
- Meets with Senate staff to provide office support, analyze and resolve hardware and software problems and/or determine future requirements; provides high-level systems support on an ongoing basis with current and previous installations in Senate offices.
- Performs quality assurance on installed equipment and software, including monitoring vendor performance during installations, verifying correct equipment and evaluating client feedback; recommends appropriate action on vendor performance.
- Develops implementation and test plans for help desk software; troubleshoots help desk software/hardware problems.



PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires walking and some bending, crouching, stooping, reaching and lifting in monitoring the installation of systems or shipping of equipment.

MINIMUM QUALIFICATIONS

Work requires a Bachelor's Degree in computer sciences, and five to eight years of experience in systems computer and data communications hardware and software configuration and support; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of information technology software, hardware and network communicating technology and protocols.
- Knowledge of personal computer and network architecture, network assembly and installation.
- Knowledge of data communication principles.
- Ability to lead assignments.
- Ability to analyze, evaluate, troubleshoot and resolve user and network problems, both on software and hardware.
- Ability to oversee, and coordinate the work of support and hardware vendor consultants.
- Ability to communicate effectively.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.