

D.C. OFFICE OF THE ATTORNEY GENERAL
GOVERNMENT OF THE DISTRICT OF COLUMBIA



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: # 04-2017	POSITION TITLE: Supervisory Information Technology Specialist (Help Desk & Security Unit)
POSITION GRADE & SERIES: MSS-2210-14	SALARY RANGE: \$99,659 - \$119,591 Salary in this range will be based on a multitude of factors including applicable rules, regulations and guidelines.
OPENING DATE: October 27, 2016	CLOSING DATE: November 18, 2016
AREA OF CONSIDERATION: Open to the Public	PROMOTION POTENTIAL: None
WORKSITE LOCATION: Office of the Attorney General Child Support Services Division Systems and Automation Section Help Desk & Security Unit 441 - 4 th Street, NW Washington, DC 20001	NO. OF VACANCIES: One (1)
DURATION OF APPOINTMENT: AT-Will	This is an AT-Will Appointment in the Management Supervisory Service
COLLECTIVE BARGAINING UNIT: This position is not in a collective bargaining unit. **This position is budgeted at \$99,659 - \$119,591 per year.* *	
BRIEF DESCRIPTION OF DUTIES: This position is in the Office of the Attorney General for the District of Columbia, Child Support Services Division, Systems & Automation Section, and Helpdesk & Security Unit (CSSD). The mission of the organization is to enhance the well being of children by assuring the accurate and timely financial and medical support is provided for them. The successful candidate will serve in a supervisory capacity and is responsible for Security and Tier 1-3 maintenance of large mainframe, minicomputer, and PC/LAN systems. As a team leader, the incumbent will lead the CSSD team within the Helpdesk and Security Unit. Specific areas of responsibility include the following: Serves as Senior business systems analyst and technical expert on project teams, provides technical advice to CSSD leadership and other OAG staff. Oversees and/or receives incoming business systems trouble calls from service centers of subsidized program, various offices, administrations and agencies. Identifies problems and develops alternative solutions; prepares recommendations for appropriate solutions and implements approved recommendations. Install, configure and test business system programs, and ensures that detained documentation describing new configurations and their operating characteristics are prepared as a supplement to operation instructions. Directs daily activities of the "Help Desk" by monitoring system operations, programs system testing, and coordination with OCTO/IT ServUs. Performs problem identification and resolution; adheres to operating and security guidelines and procedures; reviews daily shift logs, records, and reports; and controls the adjustment of job priorities and internal queues to minimize contentions. Participates and offers advice in user requirements analysis and feasibility studies	

prior to the design and installation of new systems; review system designs, programming specifications, test plans, and system acceptance plans; and provides recommendations for changes to the Systems & Automation Section Chief on the design and flow. Generates reports from records of the satisfactory resolution of problems and closures of open trouble tickets monthly. Assigns the work of the Unit staff and contract personnel and reviews for completeness. Represents CSSD at meetings with other agencies involving ADP business systems within the Section. Coordinates training and technical assistance for subordinate personnel and other CSSD staff with the Training Coordinator or appropriate staff.

SELECTIVE PLACEMENT FACTOR: Candidates must have six (6) years of specialized experience in the field of Information Technology. A bachelor's degree with a major study in computer science or information science is desirable. In addition, extensive experience in computer science, information science, information systems management, or course work that required the development or adaptation of computer programs and systems and provided knowledge equivalent to a major in the computer field. Experience must be directly related to the position being filled. **A writing sample is required. Please submit a writing sample along with your DC-2000, Employment Application.**

QUALIFICATIONS: Specialized Experience is experience that has equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position and that is typically in or related to the work of the position. To be creditable, at least one year of this experience must have been at the managerial level or equivalent to at least the next lower grade level in the District Service. Work experience must demonstrate a high degree of accuracy and independent thought with a focus on problem solving.

SUBSTITUTION OF EDUCATION: Substitution of education for required experience will be allowed as defined in OPM's Qualification Standards. However, in order to receive credit, applicants must submit official proof of educational attainment at the time of application.

SUBMISSION OF RANKING FACTORS: The following ranking factors will be used in the evaluation process. All applicants MUST respond to the ranking factors. Please respond specifically to the ranking factor(s) by either typing directly into the free form area provided or by pasting from a text document. Please describe specific incidents of sustained achievement from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that includes the degree to which you possess the job related knowledge, skills and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

Ranking Factor #1: Mastery knowledge of Microsoft Windows Server/7/XP, Microsoft Office Suite, Microsoft Outlook, Microsoft SQL Server, IIS, Microsoft Access, HTML, Unix, Paperport OCR/Scanning Software, Adobe Acrobat Software, DC Child Support Enforcement System (DCCSES) and or other Case Management Systems.

Ranking Factor #2: Extensive knowledge of electronic data management, resource distribution, data flow, disaster recovery, networks, physical/data security, and system interactions of existing automated systems within enterprise environments.

Ranking Factor #3: Mastery knowledge of the techniques and methods utilized for Helpdesk Support and Distributed Enterprise Administration.

Ranking Factor #4: Knowledge of work planning, scheduling methods and processes as well as techniques and methods used to build, supervise, and lead teams.

Ranking Factor #5: Knowledge of project management techniques; and skilled in problem identification and resolution.

CONDITIONS OF EMPLOYMENT: At-Will employment applies to the positions in the Management Supervisory Service (MSS). All appointments in the MSS serve at the pleasure of the appointing authority and may be terminated at any time with or without cause.

EMPLOYMENT BENEFITS: Selectee will be eligible for health and life insurance, annual (vacation) and sick leave and will be covered under the District of Columbia Government's retirement plan. However, if selectee was previously employed in the District of Columbia's government under an appointment for which he/she was eligible for Civil Service Retirement (CSR),

contributions to CSR will resume upon re-employment.

OTHER INFORMATION: The selected candidate will be subject to a background investigation including reference checks.

PRIORITY CONSIDERATION: Displaced Employee Priority Placement: eligibles for the District of Columbia's Displaced Employee Program (DEP) and Agency Reemployment Priority Placement Program (ARPP) will be given priority consideration for this position if found qualified.

VETERANS PREFERENCE: Applicants claiming veteran's preference must submit official proof of the time of application.

DRUG-FREE WORKPLACE: Pursuant to the requirements of the Drug-Free Workplace Act of 1998, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

RESIDENCY PREFERENCE AMENDMENT: A person applying for a position in the Career Service, Education Service, Management Supervisory Service, an attorney position in the Legal Service (series 905) other than in the Senior Executive Attorney Service (SEAS), or an attorney in the Excepted Service (series 905) who is a bona fide District resident AT THE TIME OF APPLICATION for the position, may be awarded a 10-point residency preference over a non-District application(s), unless the person declines the preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment.

HOW TO APPLY: Candidates should e-mail one PDF file which includes 1). A cover letter (must include the vacancy number) summarizing why you are interested and the skills and abilities you possess that will enable you to succeed in this position; 2) a COMPLETED DC-2000 employment application and Resume; 3) list of three references; and 4) a writing sample to: OAG.Recruitment@dc.gov by 11:59 pm of the closing date indicated above, addressed to the Office of the Attorney General for the District of Columbia, Human Resources Section, Suite 1100S, located at Judiciary Square Building, 441 – 4th Street, NW, Washington, D.C. 20001. To download the Employment Application Form, DC-2000, visit our website at www.oag.dc.gov.

Inquiries related to employment and job applications should be directed to Mrs. L. Dodson, Management Liaison Specialist, (202) 724-6632. . .

INFORMATION TO CANDIDATE: Applications received outside the area of consideration and/or after the closing date as well as incomplete applications will not be given consideration. FOR THE PURPOSE OF EMPLOYMENT, resumes are not considered job applications. Therefore, to be considered all applicants must submit a completed DC-2000 Employment Application for the DC Government. Applications will not be returned.

EQUAL OPPORTUNITY EMPLOYER: All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, genetic information or political affiliation. The District of Columbia Government is an Equal Opportunity Employer.

Notice of Non-Discrimination: In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

OFFICIAL JOB OFFERS ARE TO BE MADE BY THE HUMAN RESOURCES SECTION OF THE OFFICE OF THE ATTORNEY GENERAL ONLY.



