

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



**POSITION VACANCY ANNOUNCEMENT**

<b>ANNOUNCEMENT NO:</b> 41-2013	<b>POSITION TITLE:</b> Supervisory Information Technology Specialist
<b>POSITION GRADE &amp; SERIES:</b> MS-2210-14	<b>SALARY RANGE:</b> \$91,201 - \$109,744 Annual
<b>TOUR OF DUTY:</b> 8:15 am – 4:45 pm Monday - Friday	<b>OPENING DATE:</b> 07/25/2013 <b>CLOSING DATE:</b> 12/26/2013 <b>FIRST SCREENING DATE:</b> 08/08/2013
<b>AREA OF CONSIDERATION:</b> Open to the general public	<b>PROMOTION POTENTIAL:</b> None
<b>WORKSITE LOCATION:</b> Office of the Attorney General for the District of Columbia Child Support Service Div./Systems & Automation Sec/Helpdesk & Security Unit 441 4 <sup>th</sup> Street, N.W. Washington, D.C. 20001	<b>NO. OF VACANCIES:</b> One (1)
<b>DURATION OF APPOINTMENT:</b> Management Supervisory Service (At-Will)	
<b>COLLECTIVE BARGAINING UNIT:</b> This position is not in a collective bargaining unit.	
<b>BRIEF DESCRIPTION OF DUTIES:</b> 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 work requires a high degree of accuracy and independent thought with a focus on problem solving. This position is responsible for leading the CSSD team that is responsible for Security and Tier 1-3 maintenance of large mainframe, minicomputer, and PC/LAN systems. Incumbent serves in a supervisory capacity and as team leader within the Helpdesk & Security Unit of CSSD. The incumbent's specific areas of responsibility include the following: Serves as Sr. 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 problem and develops alternative solutions; prepares recommendations for appropriate solutions and implement approved recommendations. Install, configure and test business system programs, and ensures that detailed 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 provide recommendations for changes to the Systems & Automation Section Chief on the design and flow. Generate reports from records of the satisfactory resolution of problems and closures of open trouble tickets monthly. Reviews the work of Unit staff and contract personnel for completeness; and 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.	
<b>SELECTIVE PLACEMENT FACTOR:</b> Candidate must have five (5) years of specialized managerial experience in the field of Information Technology. This experience must be directly related to the position being filled.	

**QUALIFICATIONS:** Specialized Experience is experience that has equipped the applicant with the knowledge, skills and abilities to perform the position.

**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: Mastery 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 the OAG and CSSD administrative structure and of Federal and District of Columbia regulations and requirements applicable to the CSSD program areas serviced and regulations governing personnel management.

Ranking Factor #5: Knowledge of work planning scheduling methods and processes as well as techniques and methods used to build, supervise, and lead teams; knowledge of project management techniques; and skilled in problem identification and resolution.

#### **CONDITION OF EMPLOYMENT**

**Other Significant Factors (At-Will).** At- Will employment applies to the Management Supervisory Services (MSS). All positions and appointments in the MSS serve at the pleasure of the appointing authority and may be terminated at any time with or without cause.

**PRIORITY CONSIDERATION:** Displaced Employee Priority Placement: Eligible's 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.

**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.

**RESIDENCY PREFERENCE AMENDMENT ACT OF 1998:** 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 applications, 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.

## **INFORMATION TO APPLICATIONS**

**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.

**OTHER INFORMATION:** A background investigation will be conducted.

**HOW TO APPLY:** Candidates may apply in person or send a **DC 2000**, Employment Application for the District of Columbia Government to the Office of the Attorney General for the District of Columbia, Human Resources Section, Suite 1100S, located at Judiciary Square: 441 4th Street, N.W. Washington, D.C. 20001. Candidates may send applications via e-mail to: [OAG.Recruitment@DC.GOV](mailto:OAG.Recruitment@DC.GOV). Resumes are not considered job applications therefore a DC-2000 must be submitted to receive consideration. Resumes will be accepted **in addition to**, the DC-2000. Inquiries related to employment and job applications should be directed to Doris Allen, Management Liaison Specialist (202) 724-7318. **To download Employment Application Form, DC-2000, visit our website at: [www.oag.dc.gov](http://www.oag.dc.gov).**

**EEO STATEMENTS:** The District of Columbia Government is an Equal Opportunity Employer.

**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, or political affiliation. 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 ONLY BY THE HUMAN RESOURCES SECTION OF THE OFFICE OF THE ATTORNEY GENERAL**