

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 INFORMATION TECHNOLOGY OPERATIONS SPECIALIST

NATURE OF WORK

This is senior level technical work monitoring, administering, and assisting in the technological advancement of the mainframe system and Central LAN application servers and associated peripherals. Work includes computer and server equipment operation, account administration, performance maintenance, and troubleshooting. In addition to documenting and resolving problems, the incumbent identifies preventive measures for recurring problems. The incumbent assists in developing detailed, precise standard operating procedures. Work in this classification is distinguished from the Information Technology Operations Specialist by its level of expertise, lead assignments, and development and implementation of Senate enterprise systems. Work is performed with considerable technical independence under the general supervision of the shift 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.)

- Monitors and maintains gateways and servers for efficient operation; detects potential and existing problems and errors; provides second tier server troubleshooting to quickly resolve problems.
- Stays abreast of technologies, researches proven industry solutions, and introduces findings to the environment to enhance or improve business functions.
- Performs ongoing enterprise service management and account administration for electronic message traffic volumes over the Senate's internet/intranet, including personal digital assistant devices; adds, updates, and deletes accounts; provides support to Senate staff by troubleshooting reported problems and taking corrective action.
- Ensures successful completion of 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; anticipates and prepares for growth in routine activities.
- Conducts thorough performance audits of systems to identify and document trends; recommends and/or applies system enhancements based on compiled data.
- 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.
- Performs after-hour, holiday and weekend support.

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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.



PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires operating a keyboard for production processing, bending to file and pull tapes, lifting boxes of tape cartridges, maneuvering into small spaces to install LAN drops, 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 five 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:

- Extensive 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.
- Proficiency in 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.

The US Senate seeks to hire a Senior Information Technology Operations Specialist for a Northern Virginia position. The incumbent must have a minimal of five years' experience supporting both mainframe and open systems platforms along with a strong understanding of LAN/WAN technology. The incumbent must be project oriented and able to work independently in a dynamic technology environment and have advanced troubleshooting skills. Previous Data Center experience is required, and include:

- Extensive knowledge of the capabilities, operating requirements and program operation of industry leading computer hardware equipment, current software application, networks and peripheral equipment.
- Ability to analyze, evaluate, troubleshoot and resolve system hardware, software or networking related problems (Mainframe, IBM HMC, Windows 7, Windows Server 2008, LAN/WAN).
- Ability to execute complex oral and written technical instructions.
- Proficiency in operating systems and server administration with the ability to administer accounts and perform maintenance activities (HP desktops & Servers, Window 7, Windows Server 2008, LAN/ WAN).
- Knowledge of current email systems (Exchange 2010) 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 (Zosv1r13, MVS/JES, TSO, CA7, CA1, IPL/Shutdown, IBM HMC).
- Ability to multitask, prioritize and meet deadlines.
- Project oriented with the ability to work independently and efficiently in a time sensitive environment.
- Data Center environment experience (Server racks, Cabling, Server Install, KVM/TFT, UPS/PDU, Patch Panels).
- COOP Knowledge (Disaster Recovery, Business Continuity and Action Plan).

To be considered for this position an **EMPLOYMENT APPLICATION MUST BE SUBMITTED**. The SAA Employment Application can be found at:

http://senate.gov/employment/saa/pdf/Employment_Application.pdf

HIRING FOR THIS POSITION IS GOVERNED BY THE VETERANS EMPLOYMENT OPPORTUNITIES ACT. Please visit our website at www.senate.gov/saaemployment ***DEADLINE FOR THIS POSITION IS 11/15/12*** PLEASE FAX RESUMES TO 202-228-2965 OR EMAIL THEM TO Resumes@saa.senate.gov. Salary \$59-\$88k. Free Parking/Metro + Federal Benefits.