



U.S. Senate Sergeant at Arms **Human Resources**

Vacancy Announcement

POSITION:**Technology Solutions Specialist #663****DEPARTMENT:**

Process Management and Innovation / IT Research and Deployment / End User Technology Innovation

SUMMARY:

This is professional and technical work designing, installing, configuring and maintaining information technology (IT) hardware, software and networks supporting the Senate. Work includes maintaining technology labs and IT demo center environments. The incumbent serves as the technical lead in the evaluation and maintenance of updates for various operating systems and applications.

LICENSES AND CERTIFICATIONS:

Position requires the ability to obtain and maintain a security clearance.

SALARY RANGE:

\$83,459 - \$125,183

HOW TO APPLY:

All applicants must use the link below and follow instructions.
<https://sen.gov/JV65>

POSTING DATE:Thursday, January 21, 2021 to **Thursday, February 04, 2021**

U.S. Senate Sergeant at Arms, Human Resources * Senate Hart Building SH-142, Washington, DC 20510 * Phone: 202-224-2889

The SAA is an equal employment opportunity employer in accordance with the requirements of Senate Rules and regulations and applicable federal laws. It is the policy of the SAA that all employment actions will be administered without regard to an employee's or an applicant's race, color, national origin, religion, disability, genetic information, age, gender, sexual orientation or uniformed service.



TECHNOLOGY SOLUTIONS SPECIALIST

NATURE OF WORK

This is professional and technical work designing, installing, configuring and maintaining information technology (IT) hardware, software and networks supporting the Senate. Work includes maintaining technology labs and IT demo center environments. The incumbent serves as the technical lead in the evaluation and maintenance of updates for various operating systems and applications. Work is performed under the general supervision of an IT Manager, and is reviewed for quality and quantity of work performed and adherence to policies and procedures.

EXAMPLES OF WORK

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

- Researches, evaluates and tests new and emerging technology solutions.
- Conducts application and operating system updates and patches.
- Manages and maintains technology labs and IT demo center assets; procures and inventories new technology assets.
- Prepares and maintains support documentation.
- Provides technical support to users, support vendors and other technical staff.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires sitting and operating a computer for extended periods, with occasional standing, climbing, pulling and safely lifting up to 25 pounds. May occasionally work evenings or weekends to resolve problems or handle incidents, or provide applications/systems support.

MINIMUM QUALIFICATIONS

Work requires a Bachelor's degree in Information Systems/Computer Science or a related technical field, and three to five years of system, network, IT maintenance and support experience; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of IT software, hardware and network communication technology and protocols.
- Knowledge of network operating systems.
- Knowledge of current and emerging technologies and principles of IT.
- Knowledge of systems analysis and systems integration methodologies.



- Ability to analyze, evaluate, troubleshoot and resolve system hardware, software or networking related problems.
- Ability to plan and conduct hardware, software and network testing and evaluation programs.
- Ability to prepare and maintain technical documentation.
- Ability to establish and maintain effective working relationships with Senate office and committee staffs, the public, and Senate executive management, managers, supervisors, and subordinates.
- Ability to communicate effectively.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

Position requires the ability to obtain and maintain a security clearance.

Technology Solutions Specialist Addendum

The United States Senate is seeking a Technology Solutions Specialist. This position will require the incumbent to apply significant knowledge and in-depth understanding of a large variety of hardware, software and networking technologies. This position requires a Bachelor's Degree in computer science or a related technical area, and three to five years of applicable information technology experience; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

Desired Capabilities:

Experience installing, configuring, and evaluating Windows and Mac computers.

Experience managing mobile devices using a Mobile Device Management (MDM) solution.

Experience deploying and configuring Windows and macOS operating systems.

Experience using Jamf Pro to customize macOS deployments and creating software and operating system deployments.

Experience with the use of Microsoft System Center Configuration Manager (SCCM) for operating system deployment.

Scripting experience (PowerShell, Bash, etc).

Experience working with the Microsoft 365 suite of services.

Knowledge of Microsoft Active Directory and Group Policy.

Project management skills and experience leading highly technical projects and teams.

Ability to analyze, evaluate, troubleshoot, conduct regression testing and resolve complex and critical system and networking related problems.

Ability to plan and conduct information technology evaluations based on defined criteria and requirements.

Must possess excellent written and oral communication skills; must be able to clearly communicate complex technical concepts to both technical and non-technical audiences. A writing sample may be requested in advance or during the interview process.

Knowledge of technology industry trends and emerging technologies.

Experience managing and maintaining a multifaceted technology lab environment including lab network and assets.

Information for Prospective Sergeant at Arms (SAA) Employees

Currently, the SAA-CIO's pandemic posture authorizes the majority of its employees the privilege of full-time teleworking.

This summary of Employment Policies and Benefits is not comprehensive; it highlights major benefits that may be of interest to prospective employees.

HOLIDAY & LEAVE ACCRUALS

We offer paid time off benefits including: Annual, Sick, Long-Term Medical leave and ten holidays. Annual and Sick leave are accrued on the 15th and last day of the month. Annual leave is accrued at rates dependent upon length of Federal Service.

Holidays:

New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

Full -Time Employee Annual Leave Accrual Rates:

- Less than 3 years of federal service - 120 hours/year, 5 hours/pay day
- 3 to 15 years of federal service - 160 hours/year, 6.67 hours/pay day
- 15 or more years of federal service - 200 hours/year, 8.33 hours/pay day
- Year-end balances of no more than 240 hours carry over for future use

Full -Time Employee Sick Leave Accrual Rate:

- Sick leave can be used for either personal or immediate family medical needs
- 96 hours/year, 4 hours/pay period
- Year-end balances carry over for future use

HEALTH/WELLNESS BENEFITS

The Sergeant at Arms offers the full range of Federal benefits to employees:

- Federal Employees Health Benefits (FEHB)
- Federal Employees Dental and Vision Program (FEDVIP)
- Flexible Spending Accounts (FSA)
- Federal Long-Term Care Insurance (FLTCIP)
- Federal Employees Group Life Insurance (FEGLI)

RETIREMENT PLANS

Most new employees are automatically covered under the Federal Employees Retirement System - Further Revised Annuity Employees (FERS-FRAE). Employees with prior Federal service may be eligible to continue to participate in the Civil Service Retirement System (CSRS), Federal Employees Retirement System (FERS) or the Federal Employees Retirement System - Revised Annuity Employees (FERS-RAE).

Under these retirement plans, you may participate in the tax-deferred Thrift Savings Plan (TSP).

OTHER BENEFITS

Training & Professional Development: The SAA offers training and development to advance professional skills including live classes, online learning and leadership coaching.

The Office of the CIO places a high priority on the professional development of staff and is fully funded to support those serving under the CIO. Staff are expected to continually sharpen skills and knowledge by attending industry conferences, peer networking events, formal classroom and online training. The SAA CIO will also fund applicable training toward relevant certification as well as costs associated with obtaining relevant certifications.

Transportation Subsidy: The SAA offers a Transit subsidy of up to \$270.00 for employees who use mass transit, including Metro, Commuter Buses, VRE, MARC trains and Van Pools.

Parking: Parking is provided without cost to regular SAA employees who do not participate in the transit subsidy program.

Student Loan Repayment Program: The SAA offers Student Loan Repayment for employees of up to \$500.00 a month for Qualifying Federal Student Loans.

EMPLOYMENT POLICIES

SAA employees are at-will employees under the jurisdiction of the U.S. Senate Sergeant at Arms. Prospective employees will be fingerprinted and undergo a criminal background investigation. All employment offers are contingent upon successful completion of the background check.

Employees enter service under a six-month probationary period. After six-months of employment, a performance appraisal is conducted to determine if the employee meets job requirements, or to remain in the employment of the SAA. On the first anniversary of completing probation, and annually thereafter on that anniversary date, performance appraisals are conducted. Salary reviews occur at the same time. Merit increases are not automatic; they are based on meritorious performance and subject to approval by management of the department and the SAA. If approved by the Senate, SAA employees may also receive cost-of-living adjustments (COLAs).

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.