



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

Vacancy Announcement

POSITION:

Telecom Assistance Center Engineer (2 vacancies)

DEPARTMENT:

Information Technology Support Services / Technology and Help Desk Services

SUMMARY:

The Telecom Assistance Center Engineer is responsible for telephony work requests, trouble tickets, customer support and implementation of new technology to the Washington, DC and state offices. The incumbent maintains regular contact with Senate staff and vendors in an effort to establish, maintain, and troubleshoot telecommunications services. Work includes performing basic engineering work in analysis, design, development, evaluation, planning, testing and operation in support of higher-level engineers in the development of systems and technical products.

LICENSES AND CERTIFICATIONS:

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

SALARY RANGE:

\$69,102 - \$103,652

HOW TO APPLY:

All applicants must use the link below and follow instructions.
<https://sen.gov/Z8N3>

POSTING DATE:

Wednesday, May 26, 2021 **to Wednesday, June 16, 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.



TELECOMMUNICATIONS ASSISTANCE CENTER (TAC) ENGINEER

NATURE OF WORK

This is technical work supporting the telecommunications needs and services of the Senate community. The incumbent determines the customer's voice communications needs, uses established guidelines, and coordinates actions to ensure quality and timely service. The incumbent maintains regular contact with Senate staff and vendors in an effort to establish, maintain, and troubleshoot telecommunications services. Work is performed under the supervision of the TAC Supervisor.

EXAMPLES OF WORK

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

- Provides direct telecommunications support to the Senate community; assists users in the accurate and timely resolution of technical and administrative problems/requests associated with the Senate's telecommunications systems.
- Receives, processes, and monitors work requests.
- Programs and tests voice communication phones and systems; configures functions and features; configures analog lines; adds and disconnects telephone numbers; resets accounts.
- Troubleshoots voice communication phones and systems; works closely with staff in other sections to resolve escalated issues.
- Conducts site surveys; configures and decommissions communications systems, phones, and other services as required.
- Installs voice and data communications equipment and cabling as requested.
- Maintains and updates multiple databases in order to track inventory, voice communications information and work requests.
- Coordinates with vendors, Senate staff, and others to provide timely solutions to telecommunications issues when the standard product does not meet the business requirement.
- Ensures the accurate inventory of equipment, supplies, tools and test equipment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires sitting, standing, walking, bending, climbing, crawling and operating computers for extended periods of time, and safely lifting items up to 20 pounds. May work evenings, holidays and weekends to resolve problems or handle incidents.



MINIMUM QUALIFICATIONS

Work requires a Bachelors' Degree in telecommunications or a related field and one to three years of experience in voice or data communications systems; or any equivalent combination of education and experience which provides the following knowledge, abilities and skills:

- Knowledge of CS2100 feature and switch operation, electronic and ISDN digital lines, digital phones, cable distribution, LAN's, voicemail and Session Initiation Protocol.
- Knowledge of data networking technologies, troubleshooting and test equipment, Ethernet switching and TCP/IP.
- Knowledge of communications protocol and standards.
- Skill in operating database, word processing, and spreadsheet software.
- Ability to operate with a high level of tact, diplomacy and professional demeanor.
- Ability to diagnose and resolve voice and data problems.
- Ability to operate technical components and testing equipment.
- Ability to communicate effectively, both orally and in writing.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

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

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.