



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

Vacancy Announcement

POSITION:

Telecommunications Assistance Center Engineer #169

DEPARTMENT:

ITSS/ Technology & Help Desk Services - Telecom Assistance Center

SUMMARY:

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.

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/M2J4>

POSTING DATE:

Tuesday, November 16, 2021 to Tuesday, December 07, 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.

Telecom Assistance Center Engineer Addendum

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 over 450 state offices. Core duties include:

- 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;
- Analyzes and resolves problems related to telecommunications systems' software, applications and hardware;
- Meets with manager and telephony service users to assess current systems, determine telephony needs, and provide recommendations for improvement;
- Coordinates, reviews, and performs all moves, adds, changes and disconnects of telephony equipment by implementing software changes, contacting support vendors to schedule service, or purchase equipment, recording changes, and maintaining an inventory of devices and their locations;
- Administers call accounting systems by maintaining databases of telephony equipment and inventory;
- Analyzes systems to coordinate disaster plans and ensure compliance;
- Keeps informed of the latest telecommunications software, applications and hardware;
- Provides user training of the telecommunications features and functionality;
- Ensures all activities are in compliance with internal policies, procedures and standards; and
- Is qualified to read and understand CSR's to verify service inventories, billing charges, file disputes, and approve invoices charges.

Knowledge, Skill and Abilities:

- Polished professional written and oral communication skills to address a wide variety of audiences;
- Ability to productively engage and influence cross-functional teams;
- Demonstrated project management ability to employ integration, time and scope management, quality, communications and risk;
- Maintain resilience under pressure, with diplomacy, influence, relationship building and problem-solving skills in a variety of situations;
- The ability to intuitively know where and how to gather data to support other work groups;
- Strong problem-solving skills;
- Preference for familiarity and experience with Cisco Unified Communications systems, and
- Preference for familiarity and experience with ServiceNow



U.S. Senate Sergeant at Arms Human Resources

INFORMATION FOR PROSPECTIVE SERGEANT AT ARMS (SAA) EMPLOYEES

The [United States Senate Sergeant at Arms](#) (SAA) is the largest in size of staff and budget in the Senate. It is responsible for all Senate computers and technology support services, recording and photographic services, printing and graphics services, and telecommunications services. The SAA also provides assistance to all Senate offices with their staffing, mailing, purchasing, and financial needs. The offices of the SAA that are responsible for providing these and other services include Capitol Facilities, the Operations Division, Financial Operations, and Human Resources. The SAA also shares responsibility for the Senate Page Program, the Senate Office of Training and Development, and the Capitol Telephone Exchange.

This summary of Employment Policies and Benefits is not comprehensive; it highlights major benefits that may be of interest to prospective employees. Policies and benefits are subject to change at the discretion of the Sergeant at Arms.

EMPLOYMENT POLICIES

All jobs at the Senate are considered “excepted service” and are accordingly not part of the federal government’s “competitive service” process. SAA employees are considered 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.

Evaluations: 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.

Pay: Salary reviews occur at the same time as performance appraisals. 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). Senate pay days are the 5th and 20th of each month. If these days fall on a weekend or holiday, the last working day before the 5th and the 20th becomes the pay day.

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 \(FGLI\)](#)

RETIREMENT PLANS

Most new employees are automatically covered under the Federal Employees Retirement System - Further Revised Annuity Employees (FERSFRAE). 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). For information on the TSP, visit www.tsp.gov.

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 - 15 years of federal service – 160 hours/year, 6.67 hours/pay day
- 15+ 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

OTHER BENEFITS

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 \$833.00 a month for Qualifying Federal Student Loans.

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

The SAA is an equal opportunity employer in accordance with the requirements of Senate rules, regulations, and applicable Federal Laws.

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.