



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

Vacancy Announcement

POSITION:

Wireless Services Specialist

DEPARTMENT:

Information Technology Support Services / Equipment and
Capitol Exchange Services / Mobile Communications

REQUIREMENTS:

See attached Position Description

SALARY RANGE:

\$64,625 - \$96,936

CONTACT:

U.S. Senate Sergeant at Arms, Human Resources
Senate Hart Building SH-142
Washington, DC 20510
Phone: (202) 224-2889
Fax: (202) 228-2965
Email: resumes@saa.senate.gov

POSTING DATE:

Tuesday, May 15, 2018

**DEADLINE FOR
APPLICATIONS:**

Tuesday, May 29, 2018

All applicants must submit a U.S. Senate Sergeant at Arms Application for Employment with a cover letter and current resume to the Human Resources Department.

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.



WIRELESS SERVICES SPECIALIST

NATURE OF WORK

This is technical work responsible for ordering, receiving, delivering and installing wireless products and services in support of the Senate community. Incumbent provides programming and troubleshooting of wireless products and services. Work also includes tracking inventory and spending for wireless products and services. Work in this classification is distinguished by its level of expertise and assignments. Work is performed with considerable independence under the general supervision of an immediate supervisor, 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.)

- Receives, processes, and monitors requests for standard and non-standard wireless products and services; coordinates and monitors the ordering, receiving, issuance, delivery, transfer, activation, installation, and suspension of wireless products, services, parts and accessories.
- Analyzes the needs of Senate offices and assists with identifying the best products, carriers, and service plans to meet those needs; assists offices with the purchase of non-standard equipment, verifying price and availability.
- Serves as liaison between Senate offices and wireless telecommunications vendors; maintains and provides accurate documentation of wireless equipment assignments to Senate offices.
- Provides escalation hands-on troubleshooting of wireless devices; coordinates among Senate office, Senate Help Desk and wireless telecommunications vendors to resolve technical problems.
- Adds, changes and deletes wireless products and services to the technology catalog; provides customized products, configuration sheets and enhancements to the catalog; provides detailed descriptions of wireless products and services based on user requirements; ensures that current prices are quoted and charged for wireless products and service plans; assists with testing the catalog changes and enhancements before wireless products and services are available to the Senate community.
- Updates automated inventory management and online ordering systems, as well as databases for tracking wireless products and services; generates reports.
- Documents wireless policies, procedures, and business practices to ensure proper adherence to SAA organizational plans and vendor requirements.
- Monitors inventory of wireless products and parts ensuring proper inventory levels are maintained; makes recommendations based on trends and evolving technology.
- Assists in resolving inventory and billing issues regarding wireless accounts.



- Tests new wireless products for possible use within the Senate.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires the ability to sit or stand for extended periods and occasional physical effort such as walking, bending, kneeling, crawling, and/or light lifting or safely carrying objects less than 25 pounds for short durations.

MINIMUM QUALIFICATIONS

Work requires a Bachelor's degree and three to five years of experience coordinating telecommunications equipment and processes; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of departmental rules, regulations, procedures and functions, including policies and regulations set by the Senate Rules Committee and the Senate Committee on Ethics.
- Knowledge of current trends in the operation and configuration of wireless products and services.
- Knowledge of office equipment, computers, and relevant software/Web applications, and spreadsheets and databases.
- Knowledge of servers and server policies sufficient to assist with the troubleshooting of service activation issues.
- Knowledge of modern public procurement inventory control and asset management practices.
- Ability to enter and to keep accurate computerized records.
- Ability to program, test and suspend wireless products and services.
- Ability to respond to customer inquiries and complaints in a tactful, timely, and courteous manner.
- Ability to communicate effectively with Senate staff and outside organizations, providing exemplary customer service in a polite and efficient manner.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.

Wireless Services Specialist Addendum

The United States Senate Sergeant at Arms (SAA) has a great opportunity for an experienced Wireless Services Specialist. This position's core responsibilities include ordering, receiving, delivering and installing wireless products and services for the Senate community. Incumbent provisions and troubleshoots wireless products and services. Work also includes tracking inventory and spending for wireless products and services, reviewing invoices for accuracy, and resolving billing and shipping discrepancies. This opportunity requires a Bachelor's degree and three to five years of experience in mobile communications equipment and/or services or any equivalent combination of education and experience.

Examples of Work:

- Receives, processes, and monitors requests for standard and non-standard wireless products and services; coordinates and monitors the ordering, receiving, issuance, delivery, transfer, activation, installation, and suspension of wireless products, services, and accessories.
- Analyzes needs of Senate offices and assists with identifying the best products, carriers, and service plans to meet those needs. Serves as liaison between Senate offices and wireless telecommunications vendors; maintains and provides accurate documentation of wireless equipment assignments to Senate offices.
- Provides escalation hands-on troubleshooting of wireless devices; coordinates among Senate office, Senate Help Desk and wireless telecommunications vendors to resolve technical problems.
- Updates automated inventory management and online ordering systems, as well as databases for tracking wireless products and services; generates reports.
- Monitors inventory of wireless products and parts ensuring proper inventory levels are maintained; makes recommendations based on trends and evolving technology and verifies price and availability with wireless telecommunication vendors.
- Assists in resolving inventory, billing and shipping issues regarding wireless accounts.

Qualifications:

Work requires a Bachelor's degree and three to five years of experience coordinating telecommunication equipment, services and processes; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of departmental rules, regulations, procedures and functions, including policies and regulations set by the Senate Rules Committee and the Senate Committee on Ethics.
- Knowledge of current trends in the operation and configuration of wireless products and services.
- Knowledge of office equipment, computers, and relevant software/Web applications, spread sheets and databases.
- Knowledge of servers and server policies sufficient to assist with the troubleshooting of service activation issues.
- Knowledge of modern public procurement inventory control and asset management practices.
- Ability to enter and to keep accurate computerized records.
- Ability to provision, test and suspend wireless products and services.
- Ability to respond to customer inquiries and complaints in a tactful, timely, and courteous manner.
- Ability to communicate effectively with Senate staff and outside organizations, providing exemplary customer service in a polite and efficient manner.