

The Office of the District of Columbia Auditor is pleased to announce the following job opening:

<b>Announcement No:</b>	DCA-03-19	<b>Position:</b>	IT Specialist (CS 11/ 12/ 13)
<b>Opening Date:</b>	2/15/19	<b>Closing Date:</b>	Open Until Filled
<b>If "Open until filled," First Screening Date:</b>	2/22/19	<b>Salary Range:</b>	Grade 11 (\$59,727 to \$70,075) Grade 12 (\$73,906 to \$94,543) Grade 13 (\$85,149 to \$109,710)
<b>Location:</b>	717 14th Street, NW, Suite 900, Washington, D.C. 20005	<b>Work Schedule:</b>	8:30 AM - 5:00 PM
<b>Promotion Potential:</b>	To Grade 14	<b>Area of Consideration:</b>	Open to the Public
<b>Type of Appointment:</b>	Career Service (Permanent)	<b>No. of vacancies:</b>	1

**This position is not a collective bargaining unit.**

**All applicants must submit (1) an employment application with responses to the ranking factors and (2) a resume. Resumes submitted without an application will not be considered. Applications submitted without a resume will not be considered.**

**"Residency Preference Amendment Act of 1988:"** AT THE TIME OF APPLICATION, an applicant may claim a hiring preference over a non-resident applicant by completing the "Residency Preference for Employment" form, DC 2000RP, and submitting it with the employment application, Form DC 2000. To be granted preference, an applicant must: (1) be qualified for the position; and (2) submit a DC 2000 form at the time of application; and (3) submit proof of bona fide District residency, as required, and maintain such bona fide District residency for a period of seven (7) consecutive years from the date of the appointment or promotion or forfeit the position. The preference will not be granted unless the claim is made at the time of application.

**Brief Description of Duties:**

The Office of the District of Columbia Auditor (ODCA) seeks a highly qualified IT Specialist responsible for assisting in the oversight of all computer operations consisting of multiple hardware and software platforms, servers and providing information technology support for a 30-person independent District agency.

The incumbent is responsible for:

- Resolving, planning, organizing, directing, and/or controlling all ODCA telecommunication and IT issues, server operations, etc. to ensure effective, responsive, economical and quality operations with district government IT systems;

- Designing, maintaining and/or hosting agency website, provide back-end support and occasional functionality upgrades;
- Monitoring and analyzing performance and utilization of the IT assets (e.g. network speed and capacity, application and database performance, load on networks and servers, etc.);
- Serving as liaison with vendor(s), Office of Chief Technology Officer (OCTO) and DC Net, as needed to address technical alternatives to meet business needs where capabilities may not exist within the agency; and
- Performing other related duties as assigned.

**Educational Requirements:** The incumbents of this position will possess a degree from an accredited college or university in computer science, information systems management or another field relevant to the work of information technology.

**General Experience:**

The **CS 11/12/13** IT Specialist will have the following **required** skills:

- Demonstrated working knowledge of current IT principles, concepts, and methods and its applications;
- Recently perform manual and operational duties related to computing systems platforms, operating systems and system commands, multiple hardware platforms, automated software tools, and online systems;
- Excellent written and verbal communication skills;
- The ability to work well under pressure and multi-task; and
- Superior organizational and interpersonal skills.

The successful incumbent for the CS 11 to 13 IT Specialist position also will have two or more of the following **preferred** skills:

- Knowledge of audit management software such as TeamMate by CCH for both server and workstation environment;
- Familiarity with writing and/or maintaining content for blogs, podcasts and/or social media platforms;
- Proficiency in data analysis and/or utilizing statistical software to support the design and development of data visualizations from various data sets;
- Experience in the District of Columbia government, working in or with the District's Office of the Chief Technology Officer, and working in or with D.C. Net; and
- Demonstrated resourcefulness and creativity in resolving computer related problems that impact the agency.

**CS 11**

The successful incumbent for the CS 11 IT Specialist position also will have the following additional required skills in addition to meeting the standard requirements listed above:

- 1 to 2 years of relevant experience in information technology;
- A working knowledge of Microsoft Office 2010, Office 365 (i.e. Excel and Word), Vision 2007 and 2010, McAfee Endpoint Security, and ePO Server; and
- Help Desk Services (including but not limited to):
  - Email and network password reset
  - Account creation and deletion
  - VPN/VDI troubleshooting
  - Application installation and troubleshooting
  - Printer issues

**CS 12**

The successful incumbent for the CS 12 IT Specialist position will have the following required skills in addition to meeting the requirements for the lower grade:

- 3 to 5 years of relevant experience in information technology;
- Knowledge in Endpoint Management for both server and workstation environment; and
- Knowledge of Windows 7 Pro and Windows 10 Pro, Sharepoint, VMware (VDI platform); Solarwinds Network Performance Monitor, Server 2000, Server 2003, Server 2008 and 2008 R2, Server 2012.

**CS 13**

The successful incumbent for the CS 13 IT Specialist position will have the following required skills in addition to meeting the requirements for the lower grades:

- 6 to 8 years of relevant experience in information technology;
- Knowledge of and experience performing data migration; and
- Demonstrated skill and experience with databases such as MS SQL 2005, SQL 2008 R2, and SQL 2012.

**Competencies Required (CS 11 to 13):**

Personal accountability. Operates with transparency and integrity. Demonstrates personal responsibility for the completion of work assignments as prescribed. Leverages experience and effective problem solving to overcome hurdles.

Communicates effectively. Demonstrates openness, candor, and respect, in communicating with colleagues. Presents ideas and information verbally and in writing in a clear, concise, and readily understood manner.

Operates Collaboratively. Is open, courteous, and collegial. Solicits and values input and participation from colleagues. Recognizes and believes in the importance of teamwork.

Evidences Technical Proficiency. Is well-informed on Information Technology issues, as well as the technical skills needed to perform hardware and software tasks and seeks to be current on network security and other related trends in state/local government.

**Ranking Factors:**

1. Demonstrated working knowledge of current computing systems platforms, operating systems and system commands.
2. Demonstrated ability to communicate technical information in a clear and concise manner.
3. Demonstrated ability and experience in recently performing troubleshooting and maintenance duties related to hardware platforms, automated software tools and online systems.
4. Demonstrated knowledge and experience in performing data migration.