

# Information Technology Specialist AD-2210

## Job Announcement

Arlington, VA

**\$63,722 - \$118,069**

### Job Summary:

This position is located in the Arlington, VA, Office of the Special Inspector General for Afghanistan Reconstruction (SIGAR). The incumbent will serve as the technical specialist in support of hardware/software, inventory management, and technical resource acquisition services and configuration management support.

### Major Duties:

- Manages requests and issues provided to Army Information Technology Agency (Army ITA) for hardware and network related issues.
- Manages inventory and tracks the life-cycle of hardware and software items purchased.
- Consults with customers to refine functional requirements for (IT) specifications. Analyzes agency requirements for IT support, develops alternative designs, and recommends solutions that optimize productivity, information assurance, and cost parameters. Independently performing work in the development, delivery and support of IT systems, services and procurement actions.
- Assists with the migration of new customers into existing and new organizational structures, to include relocations, system setup on the network including hardware, software, communication connections and approved loading of software.
- Assists with the lifecycle upgrade of IT hardware. Documents, utilizing designated system, support of assigned agency IT systems, their operation, modification, and lifecycle upgrade.
- Adheres to and implements IT policies, standards, and guidelines; conducts analysis and recommends resolution of complex issues, evaluates and recommends adoption of new or enhanced approaches to delivering IT services.
- Maintains accountability of purchases and deliveries of equipment assigned. Assists with maintaining records of software licenses purchased.
- Has a working level knowledge of video conferencing standards and is able to troubleshoot VTC and AV Conferencing systems and ensures equipment is operational. Has experience with major video conferencing equipment such as: Cisco codec's, Polycom and Tandberg MCU configurations; and/or provides technical leadership on agency projects.
- Coordinates technical support for agency VTC connectivity on all

classified/unclassified point to point and multi point calls.

- Responsible for delivery and operation of telecommunications equipment and services.
- Responds to telephone, electronic mail, and/or walk-in requests for support for all systems and equipment within the SIGAR DC user environment. Troubleshoots any problem hardware/software issues encountered.
- Performs hardware/software testing and installation.
- Provides limited one-on-one desk side training for customers requiring assistance on standard software applications and/or IT equipment.
- Provides general technical support for all dial-in/remote access systems and other remote systems; Evaluates hardware, firmware, peripherals, software packages, etc., for use by staff and provides recommendations to accomplish the desired objectives.
- Installs, configures and maintains network communications hardware (bridges, routers, gateways, modems, CSU/DSU's, etc.) to meet connectivity requirements (except when specifically tasked to other contractors); Ensures technical safeguards are maintained to provide controlled user access, integrity of electronic mail, applications and user data.

### **Knowledge Requirements:**

Extensive knowledge of an integrated LAN environment OR Microsoft Certified Product Specialist, or A+ Certification or experience with hands-on working knowledge in MS Windows, Microsoft Office, Antivirus Utilities; experience with a variety of network topologies; peripheral equipment and associated software repair, installation, and configuration.

Experience within a Windows environment, MS Office, MS Exchange, Antivirus Utilities, Remedy experience desired.

A minimum of 2 year within the last 3 years must have included microcomputer hardware and software support. Security + desired. High-quality verbal, written, and public relations skills a must.

The incumbent must have a broad knowledge of advanced hardware and software systems and computer techniques, requirements, methods, sources, procedures, and performance measurement tools, management principles and policies and standards relating to telecommunications and computer hardware and software systems. As staff specialist, must have expert knowledge of a variety of computer and telecommunications systems to recommend methods for enhancing information management programs through modifications and application of evolving technology.

Knowledge of analytical techniques and automated tools to perform assignments (at minimum, the ability to use database management, spreadsheets, graphics, and communication applications software).

Ability to communicate written and oral instructions in clear, concise and logical terms when presenting recommendations and conclusions.

Ability to establish and maintain excellent working relationships with personnel within the SIGAR and at the Army ITA levels of command as well as Department of State (DoS) to ensure accomplishment of objectives in areas of assigned responsibility.

### **Other Requirements:**

Candidates for this position:

- may be considered essential to the overall support of the SIGAR mission. If considered emergency essential, failure to meet emergency essential requirements may result in separation for the efficiency of the Federal Service (Ch. 75, Title 5 USC; FPM Ch. 752).
- may be required to submit an Executive Branch Confidential Financial Disclosure Report.
- must complete a Form SF 312, Classified Information Nondisclosure Agreement.
- must be eligible for and be able to maintain a TOP SECRET clearance.

Overseas travel may be required. In support of this travel, the incumbent is required to meet minimum standards of fitness for deployment to the CENTCOM region to include the ability to wear personal protective equipment, including protective mask, ballistic helmet, body armor, and chemical/biological protective garments.

### **Desired Skills:**

Knowledge of mission, functions, organizational structure, and acquisition policy, regulations, and laws for related information systems, and Department of Defense (DOD) office structures. Also provides a high level of understanding and insight into the operations of Army ITA and Department of State (DoS).

### **Reemployment of Annuitants:**

Reemployed Annuitants may be eligible for appropriate pay rate for the position without a reduction in pay or of the annuity. As a result, the salary of the annuitant is not offset by the amount of the annuity received for the period of employment.

Applicants should send a resume via email to [sigar.pentagon.m-s.mbx.jobs@mail.mil](mailto:sigar.pentagon.m-s.mbx.jobs@mail.mil) with “**IT Specialist**” in the subject line.