Title:	OUC - IT Consultant Journeyman	**Region:**	District of Columbia
Req ID:	528258		

Details

Requisition Details

Req. Class:	ITCV1 : 2-Journeyman	**Region:**	District of Columbia
Title:	OUC - IT Consultant Journeyman		
Req. Status:	Open		
No. of Openings:	1	**No. Filled:**	0
Start Date:	03/15/2018		
No New Submittals After:	02/21/2018		
Max Submittals by Vendor per Opening:	2		

Worksite Address:	2720 Martin Luther King Jr Ave S
Agency Interview Type:	Either Phone or In Person
Advanced Technical Screening Required?:	No
Existing Incumbent Resource?:	Yes

Requisition Description

Engagement Type:	Contract
Short Description:	6-10 years of experience. Coordinates IT project management, engineering, maintenance, QA, and risk management.
Complete Description:	The OUC Technology Division is looking for an IT Consultant Journeyman to provide IT support services on the 911 / 311 operations call floor. This resource will be responsible for assisting / leading special projects as requested by the OUC. The Contractor shall provide an experienced IT Consultant with at least 6 years of experience in public safety information technology. The IT Consultant will be responsible for project oversight, application management, cost analysis, and overall system functionality. In addition, the resource will be required to support the system, or network (LAN / WAN, etc.) as well as monitor applications for availability and performance, as needed. ---------- CONTRACT JOB DESCRIPTION Responsibilities: 1. Coordinates IT project

management, engineering, maintenance, QA, and risk management. 2. Plans, coordinates, and monitors project activities. 3. Develops technical applications to support users. 4. Develops, implements, maintains and enforces documented standards and procedures for the design, development, installation, modification, and documentation of assigned systems. 5. Provides training for system products and procedures. 6. Performs application upgrades. 7. Performs, monitoring, maintenance, or reporting on real- time databases, real-time network and serial data communications, and real-time graphics and logic applications. 8. Troubleshoots problems. 9. Ensures project life-cycle is in compliance with District standards and procedures. Minimum Education/Certification Requirements: Bachelor's degree in Information Technology or related field or equivalent experience

Client Information

Work Location:	OUC - 2720 Martin Luther King Jr Ave SE Washington, DC 20032	**Cost Center:**	OUC - Office of Unified Communications

Required/Desired Skills

Required /Desired

Skill	Required /Desired	Amount	of Experience
6-10 yrs planning, coordinating, and monitoring project activities	Required	6	Years
6-10 yrs leading projects, ensuring they are in compliance with established standards/procedures	Required	6	Years
Bachelor's degree in IT or related field or equivalent experience	Required		
Experience providing technical diagnostics, troubleshooting, setup and configuration	Required	6	Years
Experience responding and troubleshooting end users technical concerns	Required	6	Years
Experience diagnosing and repairing peripheral equipment as needed	Required	6	Years
Experience tracking and escalating open technical issues in a public safety IT environment	Required	6	Years
Experience providing technical assistance improving program designs and operations	Required	6	Years
Experience supporting application functionality and access	Required	6	Years
Experience providing determination between network, hardware, and software issues	Required	6	Years
Experience in desktop imaging, deployment, packaging, and break / fix services	Required	6	Years
Experience in analysis and documentation of preventative maintenance and technical processes	Required	6	Years
Experience in technical writing, including but not limited to drafting standard operating procedure documents	Required	6	Years
Experience as an IT analyst in a	Required	6	Years

public safety environment			
Experience in process improvement	Required	6	Years
Experience and knowledge of emergency call recording software	Required	4	Years
Experience with Salesforce	Required	3	Years

Questions

	Description
Question 1	Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you accept this requirement?
Question 2	Please list candidate's email address that will be used when submitting E-RTR.
Question 3	There are no reimbursable expenses. Do you accept this requirement?