

Title:	OUC - IT Consultant - Journeyman	Region:	District of Columbia
Req ID:	523879		

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:	01/29/2018		
No New Submittals After:	01/15/2018		
Max Submittals by Vendor per Opening:	2		
Worksite Address:	2720 Martin Luther King Jr Ave S		
Agency Interview Type:	Phone Only		
Advanced Technical Screening Required?:	No		
Existing Incumbent Resource?:	No		

Requisition Description

Engagement Type:	Contract
Short Description:	6-10 years of experience. Coordinates IT project mgmt, engineering, maintenance, QA, & risk mgmt. Responsible for effective provisioning, installation / configuration, operation & maintenance of computer hardware, software & related infrastructure.
Complete Description:	The vendor shall provide a knowledgeable IT Consultant with 3-5 years of experience in public safety information technology. The consultant will be responsible for 9-1-1 and 3-1-1 application management, IT support, and overall system functionality. In addition, the resource will be required to support the system and 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. 10. Installs new or rebuilds existing servers and configures hardware, peripherals, services, settings, directories, and storage in accordance with standards and project / operational requirements. 11. Performs daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. 12. Performs regularly scheduled monitoring to identify any possible intrusion. 13. Performs daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary. 14. Creates, changes, and deletes user accounts per request. 15. Provides Tier III / other support per request from various constituencies. 16. Applies operating system (OS) patches and upgrades on a regular basis, and upgrades administrative tools and utilities. 17. Configures / adds new services as necessary. 18. Upgrades and configures system software that supports infrastructure applications or Asset Management applications per project or operational needs. 19. Performs periodic performance reporting to support capacity planning. 20. Completes other IT tasks as assigned. Day to Day Tasks - 9-1-1 and 3-1-1 call floor support - IT Systems Infrastructure Support - VM Administrator - After-hours maintenance support for Tier 3 issues or major system issues / outages - Mobile Data Computers (MDC) support (as needed) - Other tasks as assigned. 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
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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		
6-10 yrs installing and configuring system (OS) patches and upgrades	Required	6	Days
6-10 yrs installing and configuring system hardware/software in an enterprise environment	Required	6	Years
6-10 yrs monitoring networks to ensure security and availability	Required	6	Years
6-10 yrs performing daily backups	Required	6	Years
6-10 yrs troubleshooting server and other hardware issues	Required	6	Years
6-10 years providing technical diagnostics, trouble shooting, setup and configuration	Required	6	Years
6-10 years responding and troubleshooting end users	Required	6	Years

technical concerns				
6-10 years diagnosing and repairing peripheral equipment as needed	Required		6	Years
6-10 years tracking and escalating open technical issues in a public safety IT environment	Required		6	Years
6-10 years providing technical assistance improving program designs and operations	Required		6	Years
6-10 years supporting application functionality and access	Required		6	Years
6-10 years providing determination between network, hardware, and software issues	Required		6	Years
6-10 years desktop imaging, deployment, packaging, and break / fix services	Required		6	Years
6-10 years of experience in analysis and documentation of preventative maintenance and technical processes	Required		6	Years
6-10 years of experience in technical writing, including but not limited to drafting standard operating procedure documents	Required		6	Years
Minimum of 3 years of experience as an IT analyst in a public safety IT environment	Required		3	Years
Minimum of 3 years of experience working with Computer Aided Dispatch (CAD)	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?