

Title: OAG Program Manager
Master

Region: District of Columbia

Req ID: 592423

Details**Requisition Details**

Req. Class: PGMV1 : 4-Master

Region: District of Columbia

Title: OAG Program Manager
Master

Req. Status: Open

No. of Openings: 1

No. Filled:

Start Date: 05/06/2019

No New Submittals After: 04/18/2019

Worksite Address: 441 4th street nw

Agency Interview Type: In Person

Advanced Technical Screening Required?: No

Existing Incumbent Resource?: No

Hours/Units per day: 8

Days per week: 5

Requisition Description

Engagement Type: Contract

Short Description: 16+ years of experience. Acts as program or project manager for complex infrastructure or application development initiatives.

Complete Description:

Responsibilities: Communication with customers and/or internal groups to report or resolve system related or network issues. • Work with third-party maintenance, DCnet staff and major internet backbone providers to identify and resolve customer affecting network, hardware and software issues in a timely manner. • Tracking and documenting daily work tasks and issues and communicating them with the rest of the team. • Thorough documentation of incident, Maintenance and problem details in near real-time. Ensure SLA's are met for as per customer agreement • Responsible for the management of multiple information and communications systems and projects, including voice, data, imaging, and office automation. • Designs, implements, and evaluates the systems that support end users in the productive use of computer hardware and software. • Develops and implements user-training programs. • Designs strategic infrastructure and coordinates activities to enable stakeholder participation in development of the next generation government network. • Ensures government's information systems are designed to be interoperable, secure, and able to authenticate and authorize appropriate access. • Develops, plans and schedules, resource requirements, define milestones and deliverables, monitor activities, evaluate and report on accomplishments and shortfalls. • Identify alternate solution sets that are unique. • Provides strategic and tactical planning, development, evaluation, and coordination of the information and technology systems for the health care network. • Facilitates communication between staff, management, vendors, and other technology resources within the organization. • Evolve an enterprise architecture plan that supports the information and technology needs of the District Government. • Provide strategies for managing information and technology during daily operations, including critical incidents management. • Facilitate the re-establishment of operations during, and immediately following, a critical incident or other serious disruption. • Oversees the back office computer operations of the affiliate management information Minimum Education/Certification Requirements: Bachelor's degree in Information Technology or related field or equivalent experience -----

CONTRACT JOB DESCRIPTION Complete Description Responsibilities: 1. Organizes, directs, and manages contract operation support functions, involving multiple, complex, and inter- related project tasks. 2. Manages teams of contract Support Personnel at multiple locations. 3. Maintains and manages the client interface at the senior levels of the client organization. 4. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Minimum Education/Certification Requirements: Bachelor's degree in Information Technology or related field or equivalent experience

Client Information

Work Location:	OAG - 441 4th Street NW Washington DC 20001	Cost Center:	OAG - Office of the Attorney General
		Project:	

Required/Desired Skills

Required /Desired

Skill	Required /Desired	Amount	of Experience
16+ yrs in progressive consulting leadership role, providing full lifecycle services in enterprise environment	Required	16	Years
16+ yrs managing, coordinating, and establishing priorities for entire project lifecycle	Required	16	Years
Bachelor's degree in IT or related field or equivalent experience	Required	4	Years
Previous experience supporting DC government infrastructure build/change projects	Required	10	Years
Knowledge of DCNet engineering standards	Required	15	Years
Experience in design/build/IT architecture for DC government facilities	Required	10	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?