



U.S. Senate Sergeant at Arms **Human Resources**

Vacancy Announcement

POSITION:

Senior Telecom Assistance Center Engineer

DEPARTMENT:

Information Technology Support Services/ Telecommunications Assistance Center

REQUIREMENTS:

See attached Position Description

SALARY RANGE:

\$70,198 - \$105,296

CONTACT:

U.S. Senate Sergeant at Arms, Human Resources
Senate Hart Building SH-142
Washington, DC 20510
Phone: (202) 224-2889
Fax: (202) 228-2965
Email: resumes@saa.senate.gov

POSTING DATE:

Tuesday, July 11, 2017

DEADLINE FOR APPLICATIONS:

Tuesday, July 25, 2017

All applicants must submit a U.S. Senate Sergeant at Arms Application for Employment with a cover letter and current resume to the Human Resources Department.

VETERANS EMPLOYMENT OPPORTUNITY ACT

Hiring for this position is governed by the Veterans Employment Opportunity Act of 1998 (“VEOA”), as made applicable by the Congressional Accountability Act of 1995 (“CAA”). Pursuant to the VEOA, qualified applicants who are not current employees of the Office of the Senate Sergeant at Arms and who are disabled or who have served on active duty in the Armed Forces during certain specified time periods or in certain military designated campaigns (“veterans”) may be eligible to receive a preference over non-veterans in hiring decisions. Family members of veterans may also be eligible to receive a veterans’ preference if the veteran cannot claim his or her veterans’ preference.

To be eligible for a veterans’ preference, applicants must meet all of the requirements set forth in the VEOA and applicable regulations. Those eligibility requirements are summarized in the Application for Veterans’ Preference, which is available at www.senate.gov/saaemployment.

If claiming a veterans’ preference, an applicant must indicate that he/she is preference eligible on the application or resume and must submit a completed copy of the Application for Veterans’ Preference along with the supporting documentation specified on that form. If the Office of the Senate Sergeant at Arms does not receive the Application for Veterans’ Preference and supporting documentation by the closing date, the applicant’s claim for a veterans’ preference may be denied.

Applicants may obtain a copy of the Office’s Veterans’ Preference In Appointments policy by submitting a written request to resumes@saa.senate.gov.

Individuals who are entitled to a veterans’ preference are invited to self-identify voluntarily. This information is intended solely for use in connection with the obligations and efforts of the Office of the Senate Sergeant at Arms to provide veterans’ preference to preference-eligible applicants in accordance with the VEOA. An applicant’s status as a disabled veteran and any information regarding an applicant’s disability, including the applicant’s medical condition and history, will be kept confidential and will be collected, maintained and used in accordance with the Americans with Disabilities Act of 1990, as made applicable by section 102(a)(3) of the CAA, 2 U.S.C. §1302(a)(3). An applicant who declines to self-identify as a disabled veteran and/or to provide information and documentation regarding his/her disabled veteran’s status will not be subjected to an adverse employment action, but the individual may be ruled ineligible for a veterans’ preference.



SENIOR TELECOMMUNICATIONS ASSISTANCE CENTER (TAC) ENGINEER

NATURE OF WORK

This is senior level technical work supporting the telecommunications needs and services of the Senate community. The incumbent determines the customer's voice communications needs, uses established guidelines, and coordinates all actions to ensure quality and timely service. The incumbent maintains regular contact with Senate staff and vendors in an effort to establish, maintain, and troubleshoot telecommunications services. Work in this classification is distinguished from the TAC Engineer by its level of system expertise and lead assignments. Work is performed under the supervision of the TAC Supervisor.

EXAMPLES OF WORK

(This list is not absolute or restrictive, but indicates approximate duties and responsibilities which may be redefined pursuant to operational needs.)

- Provides direct telecommunications support to the Senate community; assists users in the accurate and timely resolution of technical and administrative problems/requests associated with the Senate's telecommunications systems.
- Assists with billing and other financial/administrative functions related to telecommunications support and services for the Senate community.
- Mentors TAC Engineers on various systems and programs; inspects work of TAC Engineers.
- Creates, processes and closes work requests.
- Programs and tests voice communication phones and systems; configures functions and features; configures analog lines; adds and disconnects telephone numbers; resets accounts.
- Troubleshoots complex voice communication phones and systems; works closely with staff in other sections to resolve escalated issues.
- Acts as a team lead for supporting the TAC; conducts site surveys; configures and decommissions communications systems, phones, and other services as required.
- Drafts and prepares processes, procedures and other technical documentation.
- Provides guidance and support in implementation of new products, ensuring adherence to process and procedures.
- Installs voice and data communications equipment and cabling as requested.
- Maintains and updates multiple databases in order to track inventory, voice communications information and work requests.



- Coordinates with vendors, Senate staff, and others to provide timely solutions to telecommunications issues when the standard product does not meet the business requirement.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires sitting, standing, walking, bending, climbing, crawling and operating computers for extended periods of time, and safely lifting items up to 20 pounds. May work evenings, holidays and weekends to resolve problems or handle incidents.

MINIMUM QUALIFICATIONS

Work requires a high school diploma (or GED), and a minimum of three to five years of experience in voice or data communications systems; or any equivalent combination of education and experience which provides the following knowledge, abilities and skills:

- Knowledge of CS2100 feature and switch operation, electronic and ISDN digital lines, digital phones, cable distribution, LAN's, voicemail and Session Initiation Protocol.
- Knowledge of data networking technologies, troubleshooting and test equipment, Ethernet switching and TCP/IP.
- Knowledge of communications protocol and standards.
- Knowledge of current and developing communication system technology.
- Skill in operating database, word processing, and spreadsheet software.
- Ability to operate with a high level of tact, diplomacy and professional demeanor.
- Ability to diagnose and resolve complex voice and data problems.
- Ability to operate technical components and testing equipment.
- Ability to communicate effectively, both orally and in writing.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.

Senior Telecom Assistance Center Engineer Addendum

Senior Telecom Assistance Center Engineer

The U.S. Senate Sergeant at Arms is seeking a Senior Telecom Assistance Center Engineer to provide senior level telecommunications support to the Senate community. The ideal candidate will have experience programming an Avaya/Genband CS2100 and strong customer service skills.

Responsibilities will include:

- Providing technical mentorship and guidance to Telecom Assistance Center Engineers.
- Working as part of a team to implement new technologies or independently to analyze, test and deploy new technologies.
- Working as part of a team or independently to analyze, guide and recommend solutions to support Senate offices telecommunications needs.
- Producing clear and concise technical and end user documentation.
- Reporting progress on tasks to project technical lead.
- Providing accurate estimates of time to complete technical tasks and adhere to deadlines.
- Assisting Principle Systems Engineer (Voice) with guidance on end user requirements for technical solutions and new voice technologies.
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues.
- Updating and managing tickets through multiple ticketing systems.
- Properly escalate unresolved issues to management.
- Maintaining a high level of professionalism and working to establish a positive rapport with the Senate community.
- Ability to translate technical language into laymen's terms.
- Ability to communicate information to large groups of people.

Examples of work:

- Provides direct telecommunications support to the Senate community; assists users in the accurate and timely resolution of technical and administrative problems/requests associated with the Senate's telecommunications systems.
- Assists with billing and other financial/administrative functions related to telecommunications support and services for the Senate community.
- Creates, processes and closes work requests.
- Programs and tests voice communication phones and systems; configures functions and features; configures analog lines; adds and disconnects telephone numbers; resets accounts.
- Troubleshoots complex voice communication phones and systems; works closely with staff in other sections to resolve escalated issues.
- Acts as a team lead for supporting the TAC; conducts site surveys; configures and decommissions communications systems, phones, and other services as required.
- Provides guidance and support in implementation of new products, ensuring adherence to process and procedures.

Minimum Qualifications:

- 40 hour work week and may work evenings, holidays and weekends to resolve problems or handle incidents.
- 3 to 5 years' experience in voice or data communications systems; or any equivalent of education and experience.
- Knowledge of CS2100 feature and switch operation, electronic and ISDN digital lines, digital phones, cable distribution, LAN's, voicemail and Session Initiation Protocol.
- Knowledge of data networking technologies, troubleshooting and test equipment, Ethernet switching and TCP/IP.
- Skill in operating database, word processing, and spreadsheet software.
- Ability to communicate effectively, both orally and in writing.

Desirable Requirements:

- Knowledge and experience programming Avaya/Genband CS2100.
- Knowledge and experience with Ventraq's NetPlus.
- Knowledge and experience with Avaya/Esna OfficeLinx.

- Familiarity with Session Borders Controllers

The successful applicant must be both an effective team player and capable of working independently, on occasion on multiple projects simultaneously. This position requires excellent analytical and technical skills, the ability to learn new technologies, and effective verbal and written communication skills. The ability to simultaneously undertake development, maintenance, and support activities is also required.

Salary: \$70,198 - \$169,459 commensurate with experience plus federal benefits. To be considered for this position, all applicants must submit a U.S. Senate Sergeant at Arms Application for Employment with a cover letter and current resume to the SAA Human Resources Department by **July 25, 2017**. Applications packages can be emailed to us at resumes@saa.senate.gov, faxed to us at 202-228-2965. Please DO NOT submit applications or resumes via U.S. Mail. SAA Applications can be found at http://www.senate.gov/employment/saa/pdf/Employment_Application.pdf

*Note: The application link is case sensitive

Hiring for this position is governed by the Veterans Employment Opportunities Act