



**GOVERNMENT OF THE DISTRICT OF COLUMBIA
COUNCIL OF THE DISTRICT OF COLUMBIA**

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: CDC – 24 – 1216	POSITION TITLE: Information Technology Specialist (LAN)
OPENING DATE: December 16, 2024	CLOSING DATE: Until Filled
SALARY RANGE: \$125,000 - \$135,000 ES-09	TOUR OF DUTY: Monday-Friday: 9am-5:30pm
NO. OF VACANCIES: One (1)	OFFICE: Information Technology Division
TYPE OF APPOINTMENT: Full-Time Excepted Service	DURATION OF APPOINTMENT: At-Will
AREA OF CONSIDERATION: Open to the Public	LOCATION: John A. Wilson Building 1350 Pennsylvania Avenue, NW Washington, DC 20004

This position is **NOT** in a collective bargaining unit.

POSITION OVERVIEW:

The Council of the District of Columbia is seeking a Senior Information Technology Specialist to join the Information Services Division. This senior-level role involves overseeing and supporting critical IT infrastructure, including Active Directory, Microsoft Azure Cloud applications, physical and virtual servers, and backup and restore processes. The incumbent will also provide technical support to end-users for hardware and software applications and advise IT management on technology-related issues and solutions. The incumbent of this position reports to the Chief Information Officer of the Council.

DUTES AND RESPONSIBILITES:

- Formulate and implement Microsoft Windows Active Directory policies to manage the Council's IT infrastructure.
- Ensure regular file system and messaging system backups and assist in designing and implementing network and cloud backup policies for the Wilson Building and Disaster Recovery Site.
- Coordinate the creation and deletion of user and email accounts while collaborating with other Information Services Division staff to resolve Council-wide IT support requests.

- Propose and implement system access and security policies, including account naming conventions and password usage, and configure user account access privileges Council-wide and by office.
- Perform system maintenance tasks, such as software patch management for Windows servers and workstations, and maintain inventory and service agreements for servers and printers.
- Coordinate data communication access for the Council with the DC Government Office of the Chief Technology Officer (OCTO).
- Plan and coordinate server and client upgrades and implement a System Life-Cycle Management program for installing and managing new technologies.
- Ensure proper system maintenance, utilizing in-house staff or contractors as needed.
- Oversee the development, implementation, and availability of a help desk to support Council staff during normal working hours and provide on-call support after hours.
- Document IT requirements, oversee design development, implement testing protocols, and ensure compatibility and integration with existing systems.
- Define and coordinate technology user training requirements in conjunction with the Council's Human Resources Division.

The incumbent of this position has daily contacts with members and staff of the Council, employees in the Executive Branch of government, and staff in other jurisdictions. The purpose of these contacts is to negotiate, solve problems and collect and provide information.

SKILLS AND KNOWLEDGE REQUIRED:

- **Technical Knowledge:** Expertise in systems analysis, planning, development, management, implementation, and evaluation of automated information systems. Demonstrates the ability to stay current with trends and advancements in technology, upgrading knowledge and skills to perform effectively.
- **Adaptability:** Quickly adapts to changing conditions and performance expectations while maintaining productivity. Effectively evaluates and incorporates new ideas to enhance outcomes, remaining focused during periods of change or uncertainty.
- **Accountability:** Takes ownership of achieving results and proactively addresses challenges. Identifies ways to improve individual and team performance to contribute to the Council's success, anticipating issues before they arise.
- **Communication:** Communicates effectively and professionally, both verbally and in writing. Delivers clear, concise, and organized oral and written presentations tailored to the audience. Actively listens and seeks clarification when needed.
- **Customer Focus:** Demonstrates a strong commitment to understanding and meeting customer needs. Responds promptly to requests, resolves issues efficiently, and builds cooperative relationships with internal and external stakeholders.
- **Decision-Making:** Makes well-informed, objective decisions based on analysis and available data. Identifies problems and opportunities, encourages innovative solutions, and develops effective courses of action.

- **Organizing Work:** Approaches tasks methodically, ensuring accuracy and timely completion. Effectively allocates time and resources, prioritizes tasks, and coordinates efforts with relevant stakeholders.
- **Relationship Management:** Builds and maintains collaborative relationships with tact, diplomacy, and ethical conduct. Fosters positive interactions to achieve Council goals and objectives.
- **Teamwork:** Values collaboration by seeking and offering support within the team. Builds trust, respect, and strong working relationships while working toward shared goals and considering team members' needs and input.
- **Leading Change:** Challenges conventional approaches by encouraging innovation and developing new insights. Formulates objectives and plans that align with the Council's strategic interests while effectively managing risk and capitalizing on opportunities.

QUALIFICATIONS:

- Bachelor's degree in computer science, business administration, public administration, or a related field.
- A minimum of five (5) years of work experience in the information technology field, with a preference for experience in Microsoft Systems Management, is required.
- Certifications such as Microsoft Certified Systems Engineer (MCSE) or Microsoft Certified Systems Administrator (MCSA) are preferred. Familiarity with VMware is desirable, and experience with Microsoft SharePoint and Microsoft CRM is a plus.
- The combination of education and work experience must demonstrate the candidate's ability to excel in this role, as well as the possession of the skills and competencies necessary for success in the position.

HOW TO APPLY:

All packages must include:

- Cover Letter
- Resume
- Three References
- Please include "**Information Technology Specialist**" in the subject line and submit application materials to jobs@dccouncil.gov.
- No phone calls, please. Applicants will only be notified if granted an interview.

DOMICILE REQUIREMENT: An appointee to the Excepted Service is required to be domiciled in the District of Columbia at the time of his or her appointment or become a domiciliary of the District of Columbia within 180 days of appointment and shall maintain such domicile during the period of appointment. (D.C. Official Code §§ 1-609.06(a) and 1-610.59; and 6 DCMR B 305.)

SALARY AND BENEFITS: The Council of the District of Columbia offers a compensation package that includes a competitive salary; medical, dental, and vision coverage; long- and short-term disability program; a 457(b) program with a 3 percent employer match and a 5 percent entirely-employer funded contribution; 13 to 26 days of annual leave,

based on years of employment; 13 days of sick leave; 8 weeks of paid family leave; 11 paid holidays and subsidized public transportation.

DRUG-FREE WORKPLACE: Pursuant to the requirements of the Drug-Free Workplace Act of 1988, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

EEO Statement: The District of Columbia government is an equal opportunity employer.

Equal Opportunity Employer: All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.

Notice of Non-Discrimination: In accordance with D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived: race color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.
