

# Job Description: Information Technology Specialist

## Major Duties

This position functions as Information Technology (IT) Specialist with responsibility for: providing technical support to MACPAC staff in using hardware and software systems; testing, debugging and maintaining solutions; and providing support with a positive, helpful attitude. The position supports the overall functioning of MACPAC's technology and information environment with a primary focus of serving the needs of the agency's users. The incumbent will report to the Chief Information Officer and be part of the central operations team.

Major duties of this position are:

### Technical support

- Act as the primary contact for end-user support questions and problems.
- Communicate operational problems with users in a timely and effective manner.
- Investigate user problems; identify root cause; determine possible solutions; test and implement solutions.
- Provide computer orientation to new and existing MACPAC staff.
- Conduct ad-hoc training and instruction for system users on operating systems and other applications.
- Manage user accounts to include adding, removing, moving and auditing, and user accounts across information technology systems.
- Carry out inventory disposition/deployment, which includes:
  - keeping the inventory database up-to date;
  - coordinating the sanitization/disposal of excess equipment; and
    - maintaining hardware to include troubleshooting hardware failure, resolving issues, and replacing components.
- Manage operating systems and applications to include the troubleshooting and installation of upgrades, patches, and security files for traditional and cloud environments.
- Write and maintain work instructions and documentation for system designs, configurations.
- Provide network support by troubleshooting network issues, isolating problems with network components, performing setup and maintenance, and support cabling installations.
- Support and troubleshoot VOIP phone systems, faxes and printers.
- Assist in network switch, router and other device configuration and network deployments.
- Manage system backups.
- Implement IT policies and procedures.
- Address/resolve information security issues such as viruses, worms, and/or spyware including audits and scans.



- Maintain confidentiality with regard to the information being processed, stored or accessed by the end-users on the network.

## General

- Provide end-user support.
- Attend and support agency meetings.
- Attend regular IT staff meetings.
- Utilize a ticketing system to manage user support and other IT activities.
- Remain current and knowledgeable of technological developments, techniques, improvements and user programs.
- Provide technical advice and guidance to management.
- Perform other duties as assigned.

## Skills and experience

- Bachelor's degree in related field and 1-4 years of experience, or equivalent applicable work experience.
- Strong experience with Windows PC and server support (Windows 7 +; Windows Server 2008, 2012).
- Experience with domain controllers and group policies.
- Ability to install, configure, maintain and troubleshoot computers, networks and related hardware and software.
- Knowledge of computer and network security systems, applications, procedures and techniques.
- Experience with network gear, patching tools/platforms, ticketing systems.
- Experience with ITIL, ISO and FISMA desired.
- Skill in organizing IT resources and establishing work priorities.
- Excellent verbal and written communication skills
- Ability to learn and support new systems, architectures, and applications.
- Ability to communicate technical information effectively to nontechnical personnel.

## Physical requirements and work conditions

- Normal, corrective vision range; ability to see color and to distinguish letters, numbers and symbols
- Occasionally climb a ladder or stool and crawl or crouch on the floor.
- Occasionally lift and/or move up to 45 pounds.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is regularly performed in a normal office environment. Infrequently, work is required to be performed in: noisy environments; dusty environments; exposure to electrical loads possible when working with computer hardware. The IT Specialist is not expected to travel.



## Other Important Information

Applicants for the position of Information Technology Specialist must be U.S. citizens. This is full-time position based in Washington, D.C.

This position is designated as High Risk and requires the successful completion of a background investigation for a Public Trust (High) clearance as a condition of retention in this position. Unless an appropriate background investigation is already on record with the Office of Personnel Management, you must undergo a new background investigation.

All MACPAC employees are considered employees of the U.S. Senate with access to federal benefits and subject to the rules governing staff employees of the U.S. Senate. Information relating to health and other benefits with the federal government can be found at [www.opm.gov](http://www.opm.gov). Salary commensurate with experience.

MACPAC is an EEO employer and does not discriminate on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, or age.

## Application Process

An application cover letter, e-mail or phone contact and resume should be submitted to [resumes@macpac.gov](mailto:resumes@macpac.gov). Applications will be held in strict confidence. After submitting your application for this position, you will receive an e-mail confirming receipt of your application materials. MACPAC will contact you if we decide to schedule an interview or require additional information or references.

