

<b>Title:</b>	OCTO- Voice Field Technician Level 2	<b>Region:</b>	District of Columbia
<b>Req ID:</b>	497941		

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## Details

### Requisition Details

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<b>Req. Class:</b>	NETEV1 : 2-Journeyman	<b>Region:</b>	District of Columbia
<b>Title:</b>	OCTO- Voice Field Technician Level 2		
<b>Req. Status:</b>	Open		
<b>No. of Openings:</b>	3	<b>No. Filled:</b>	0
<b>Start Date:</b>	08/07/2017		
<b>No New Submittals After:</b>	07/26/2017		
<b>Max Submittals by Vendor per Opening:</b>	6		

<b>Worksite Address:</b>	655 15th Street, NW
<b>Agency Interview Type:</b>	In Person
<b>Advanced Technical Screening Required?:</b>	No
<b>Existing Incumbent Resource?:</b>	No

### Requisition Description

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<b>Engagement Type:</b>	Contract
<b>Short Description:</b>	Coordinates IT project management, engineering, maintenance, QA, and risk management. **There are 3 openings associated with this requirement**
<b>Complete Description:</b>	**There are 3 openings associated with this requirement** **Technicians hours are Monday - Friday from 8:30am to 5:30 pm. Technician is required to work an alternative swing shift and OT as required** The Voice Field Technician Level 2 is highly skilled and experienced in all phases of Telecommunications PBX, Central Office Systems, and Voice Field Services support (including the troubleshooting, repair, and installation of telephone systems and interior wiring). The Voice Field Technician is BICSI certified and has a solid understanding of and ability to adhere to major telecommunications standards, codes, and methodologies listed below. The technician must be able to work collaboratively in an integrated team under limited supervision to achieve the stated tasks and goals for the

position. The technician is required to come equipped with his or her own transportation (personal vehicle) and their own tools (a detailed list that will be explained during the interview process). The technician must have a strong working experience with ISDN, Analog, Digital, and VoIP voice services. The tech also needs to have a strong work experience with Cisco Wireless Access Points, which includes being able to install, troubleshoot and communicate with our Wireless Engineers. These are the current systems that DC Government supports throughout the District of Columbia. Technician will be required to work with an ACD Call Center Environment when being assigned a ticket, updating a ticket and have working knowledge of the Remedy Ticket system. Technician will need network experience when helping customer's setup new computers and troubleshooting existing data connection issues. Technicians hours of operation are Monday through Friday from 8:30am to 5:30 pm. Technician is also required to work an alternative swing shift and often requires overtime for voice and data transitions. -----

----- CONTRACT JOB DESCRIPTION Complete Description  
Responsibilities: 1. Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. 2. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. 3. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. 4. Manages the purchase, testing, installation, and support of network communications, including Local Area Network (LAN)/Metropolitan Area Network (MAN)/ Wide Area Network (WAN) systems. 5. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. 6. Plans large-scale systems projects through vendor comparison and cost studies. 7. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. 8. Provides quality assurance review and the evaluation of new and existing software products. 9. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. 10. Provides input to policy level discussions regarding standards and budget constraints. 11. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. 12. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. 13. Monitors and responds to hardware, software, and network problems. 14. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). 15. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. 16. Troubleshoots network systems when necessary and makes improvements to the network. Minimum Education/Certification Requirements: Bachelor's degree in Information Technology or related field or equivalent experience

#### Client Information

<b>Work Location:</b>	OCTO - 655 15th St. NW, Suite 500 Washington DC 20005	<b>Cost Center:</b>	OCTO - Office of the Chief Technology Officer
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#### Required/Desired Skills

##### Required /Desired

Skill	Required /Desired	Amount	of Experience
Demonstrated experience ISDN, Analog, Digital AND VOIP Services	Required	3	Years
Work experience with Wireless Access points to include installation and troubleshooting of Cisco hardware	Required	3	Years

Experience working with ticketing systems to respond and update trouble tickets	Required	5	Years
PC Support experience for setting up new computers and troubleshooting issues with connectivity	Required	6	Years
BICSI Certification	Required		
OSHA Certification	Required		
Prior experience working swing shifts	Required	2	Years
Experience troubleshooting network performance issues	Required	6	Years
Experience analyzing network traffic and providing capacity planning solutions	Required	6	Years
Bachelor's degree in IT or related field OR equivalent experience.	Required	6	Years
Experience planning and configuring an enterprise network	Required	6	Years
Experience monitoring and responding to hardware, software, and network problems	Required	6	Years
LAN experience for setting up new computers and troubleshooting issues with connectivity	Highly desired	6	Years
Prior experience with Remedy	Highly desired	6	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?
Question 4	Can you please confirm that the candidate has reliable transportation to travel to different sites across the District of Columbia?
Question 5	Can you confirm that the candidate will have access to tools (to include a dry wall saw, channel lock, toner generator, buttset, telecommunications kit, and a flashlight) at no additional cost?