

Title: OCTO - NOC Customer Support Entry **Region:** District of Columbia
Req ID: 559681

Details**Requisition Details**

Req. Class: CSUPV1 : 1-Entry **Region:** District of Columbia
Title: OCTO - NOC Customer Support Entry
Req. Status: Open
No. of Openings: 4 **No. Filled:** 0
Start Date: 08/20/2018
No New Submittals After: 07/20/2018
Max Submittals by Vendor per Opening: 2

Worksite Address: 2720 Martin Luther King Jr Av

Agency Interview Type: In Person

Advanced Technical Screening Required?: No

Existing Incumbent Resource?: Yes

Requisition Description

Engagement Type: Contract

Short Description: 1-2 years of experience working in networking or a network operations center department. Primary role involves monitoring critical infrastructure and network related components, performing an initial triage of incidents, and escalating incidents.

Complete Description: The NOC Customer Support Entry Level Analyst is responsible for first line technical support, maintenance and monitoring of highly available and complex District Government enterprise network infrastructure. Primary role involves monitoring critical infrastructure and network related components, performing an initial triage of incidents, and escalating incidents. An ideal candidate will be motivated to take ownership of daily and ongoing network projects. Be capable of contribute to ongoing network redesigns and work well in team oriented environment. Minimum Education/Certification Requirements: High-school diploma or GED or related field or equivalent experience ----- CONTRACT JOB
DESCRIPTION Complete Description Responsibilities: 1. Provide technical assistance to computer system users on a variety of issues. 2. Identifies, researches, and resolves technical problems. 3. Responds to telephone calls, email and personnel requests for technical support. 4. Documents, tracks, and monitors the problem to ensure a timely resolution. 5. Has knowledge of commonly used concepts, practices, and procedures within a particular field. 6. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. 7. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. 8. Provide service and preventive maintenance activities on terminals, printers, personal computers basic knowledge of electrical/mechanical principles and basic electronics. 9. Reads and comprehends technical service manuals and publications. 10. Knowledge of basic mathematics to read and understand various gauges, meters, and measurement devices. 11. Able to diagnose and repair products by replacing worn or broken parts, and making technical adjustments. 12. Makes appropriate use of reference publications and diagnostic aids in resolving technical problems. 13. Strong communication skills. 14. Assists in coordination of changes, upgrades and new products, ensuring systems shall operate correctly in current and future environment. 15. Provides accurate and complete answers to general use and 35 administrative environment questions in a timely manner. 16. Implements shared software, such as operating systems, configuration management tools, application and development tools, testing tools, compilers, and code editors. 17. Communicates accurate and useful status updates. 18. Manages and reports time spent on all work activities. 19. Ability to work in a team environment. Minimum Education/Certification Requirements: Bachelor's degree in Information Technology or related field or equivalent experience

Client Information

Work Location: OCTO - 200 I Street, SE
Washington DC 20003

Cost Center:

OCTO - Office of the Chief
Technology Officer

Required/Desired Skills

Required /Desired

Skill	Required /Desired	Amount	of Experience
1-2 yrs providing technical support to computer system users by telephone, email, and remedyforce ticket etc.	Required	1	Years

1-2 yrs maintaining personal computers, systems, network switches, routers and printers	Required	1	Years
1-2 yrs installing and troubleshooting application, computer operating systems and software	Required	1	Years
High school diploma, GED or related field or equivalent experience	Required		
Bachelor's degree in IT or related field or equivalent experience	Nice to have		

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?