

Title: OUC Public Safety Ent Arch - **Region:** District of Columbia
SR

Req ID: 570034

Details**Requisition Details**

Req. Class: EARCV1 : 3-Senior **Region:** District of Columbia

Title: OUC Public Safety Ent Arch -
SR

Req. Status: Open

No. of Openings: 1 **No. Filled:** 0

Start Date: 08/15/2018

No New Submittals After: 07/23/2018

Max Submittals by Vendor per Opening: 2

Worksite Address: 2720 Martin Luther King Jr Av

Agency Interview Type: Phone Only

Advanced Technical Screening Required?: No

Existing Incumbent Resource?: Yes

Requisition Description

Engagement Type: Contract

Short Description: 11-15 years of experience. Provides high-level architectural expertise to managers and technical staff.

Complete Description: OUC is looking for a Network Engineer with extensive experience managing a Public Safety Access Point (PSAP) telephony infrastructure. The Network Engineer will be responsible for managing the District of Columbia's Office of Unified Communications telecommunications and network programs. The resource will provide support to a variety of selective routers, Avaya Servers, Avaya CMS and Intelligent Workstations. Responsibilities also include deploying redundant multi-layered network using Cisco switches and Avaya Automated Call Dialing (ACD). The ideal candidate will also manage technical review meetings to ensure successful integration of multiple call centers. Field experience with deployment of large-scale switching, routing and desktop environments in support of enterprise networks and data centers is a plus. Candidates should also be able to troubleshoot LAN / WAN, routing protocols, and infrastructure cabling. In this role, the Network engineer shall accurately report all network infrastructure, server, and security and web problems, and strive to resolve reported issues and provide user feedback. Periodic updates (email, telephone call, etc.) should be provided to users for issues that require resolution over an extended period. The Network Engineer is also responsible for handling Priority 1 and 2 issues that must be escalated in a short timeframe on the day of the event. Priority 3 and 4 is received in the queue or during the next business day (or as agreed upon Service Level Agreement dictates). This position also requires that the Network Engineer perform capacity management of the network to include the installation, configuration, testing, maintenance and de-installation of network infrastructure hardware and software as necessary to support increased or decreased network requirements. The resource shall be responsible for deploying server hardware and appliances into production. This includes, but is not limited to receipt, initial inventory, set up, testing, and deployment of resources. In performing these services, the individual shall adhere to policies and procedures as established by/with OUC. Since this position requires a wide range of technical skills relating to WAN, Email, Server and Internet/web systems, this is not a junior-level position. Anything less than a fully qualified engineer will result in a delay to respond to incidents and a reduced capability to perform many of the troubleshooting and maintenance tasks that will be required. Day to Day Tasks: - Provide IT Infrastructure support - NG911 CPE System Upgrade and Ongoing Maintenance Support - NICE System Upgrade and Ongoing Maintenance Support - OUC LAN / WAN Network Monitoring and Maintenance - OUC Application System Security Monitoring and Maintenance - OUC Servers Monitoring and Maintenance - Document all system / network changes in diagrams - Maintain all current system / network diagrams - Provide IT support on miscellaneous operational initiatives -----
----- CONTRACT JOB DESCRIPTION Responsibilities: 1. Provides high-level architectural expertise to managers and technical staff. 2. Develops architectural products and deliverables for the enterprise and operational business lines. 3. Develops strategy of system and the design infrastructure necessary to support that strategy. 4. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (Structured Query Language (SQL), Oracle, Sybase). 5. Advises of feasibility of potential future projects to management. Minimum Education/Certification Requirements : Bachelor's degree in Information Technology or related field or equivalent experience

Client Information

Work Location: OUC - 2720 Martin Luther King Jr Ave SE Washington, DC 20032

Cost Center:

OUC - Office of Unified Communications

Required/Desired Skills**Required /Desired**

Skill	Required /Desired	Amount	of Experience
11-15 yrs as an Enterprise Architect	Required	10	Years
11-15 yrs building an IT system roadmap	Required	10	Years
11-15 yrs system diagramming/modeling using structured modeling language like UML	Required	10	Years
Bachelor's degree in IT or related field or equivalent experience	Highly desired		
10 years of experience implementing IP networks over a variety of transmission mediums to include high-bandwidth fiber optics and low-bandwidth	Required	10	Years
7 years of experience monitoring system performance and implementing performance tuning	Required	7	Years
3 years of experience with BGP, OSPF, LDP, RSVP and HSRP	Required	3	Years
4 years of experience with Cisco ACS – Device Authentication	Required	4	Years
3 years of experience with expert level knowledge in Optical, Wireless, and Voice technologies	Required	3	Years
4 years of experience with HP OpenView, Netscout Sniffers and SolarWinds	Required	4	Years
4 years of experience with Layer 2 and 3 tunneling technologies, Quality of Service (QOS) design	Required	4	Years
10 years of experience with VLAN configuration, spanning tree, configuring a high availability switch environment	Required	10	Years
4 years of experience with Wide Area Network design, implementation and management	Required	4	Years
4 years of experience and knowledge of Firewalls	Required	4	Years
4 years of experience and knowledge of Intrusion Detection devices	Required	4	Years
4 years of experience and knowledge of VOIP technologies	Required	4	Years
3 years of experience and knowledge of Wireless technologies	Required	3	Years
1 year of experience with Avaya telephony	Required	1	Years
4 years of experience and knowledge of servers and virtual environments	Required	4	Years
CCNA Certification	Nice to have		
CCNP Certification	Nice to have		
CISSP Certification	Nice to have		

Experience working in a PSAP	Required	2	Years
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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?