Title:	OUC - Public Safety System Admi - Entry
Req ID:	570035

Region: District of Columbia

Details

Requisition Details

Req. Class:	SADMV1 : 1-Entry	**Region:**	District of Columbia
Title:	OUC - Public Safety System Admi - Entry		
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:	3 - 5 years of experience. The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of computer hardware and software and related infrastructure.
Complete Description:	The vendor shall provide an experienced consultant with 3-5 years of experience in public safety information technology. The consultant will be responsible for application management, IT support, and overall system functionality. In addition, the resource will be required to support the system, or network (LAN / WAN, etc.) as well as monitor applications for availability and performance, as needed. Day to Day Tasks: MDC support Infrastructure support VM administrator Call floor support After hours maintenance support -- CONTRACT JOB DESCRIPTION Responsibilities: 1. The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of computer hardware and software and related infrastructure. 2. Participates in technical research and development to enable continuing innovation within the infrastructure. 3. Ensures that system hardware, operating systems, software systems, and related procedures adhere to District policies, standards, and guidelines. 4. Systems administration engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation. 5. Installs new / rebuild existing servers and configures hardware, peripherals, services, settings, directories, storage in accordance with standards and project/operational requirements. 6. Performs daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. 7. Performs regular security monitoring to identify any possible intrusions. 8. Performs daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary. 9. Perform regular file archival and purge as necessary. 10. Creates, changes, and deletes user accounts per request. 11. Provides Tier III/other support per request from various constituencies. 12. Investigates and troubleshoots issues. 13. Diagnoses and recovers from hardware or software failures. 14. Coordinates and communicates with impacted constituencies. 15. Applies operating system (OS) patches and upgrades on a regular basis, and upgrades administrative tools and utilities. 16. Configures / adds new services as necessary. 17. Upgrades and configures system software that supports infrastructure applications or Asset Management applications per project or operational needs. 18. Maintains operational, configuration, or other procedures. 19. Performs periodic performance reporting to support capacity planning. 20. Performs ongoing performance tuning, hardware upgrades, and resource optimization as required. 21. Configures central processing unit (CPU), memory, and disk partitions as required. 22. Maintains data center environmental and monitoring equipment. 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

1-5 yrs installing and configuring system hardware/software in an enterprise environment	Required	2	Years
1-5 yrs installing operating system (OS) patches and upgrades	Required	2	Years
1-5 yrs monitoring networks to ensure security and availability	Required	2	Years
1-5 yrs performing daily backups	Required	2	Years
1-5 yrs troubleshooting server and other hardware issues	Required	2	Years
Bachelor's degree in IT or related field or equivalent experience	Required		
1-3 years providing technical diagnostics, trouble shooting, setup and configuration	Required	2	Years
1-3 years responding and troubleshooting end users technical concerns	Required	2	Years
1-3 years diagnosing and repairing peripheral equipment as needed	Required	2	Years
1-3 years tracking and escalating open technical issues in a public safety IT environment	Required	2	Years
1-3 years providing technical assistance improving program designs and operations	Required	2	Years
1-3 years supporting application functionality and access	Required	2	Years
1-3 years providing determination between network, hardware, and software issues	Required	2	Years
1-3 years desktop imaging, deployment, packaging, and break / fix services	Required	2	Years
1-3 years of experience in analysis and documentation of preventative maintenance and technical processes	Required	2	Years
1-3 years of experience in technical writing, including but not limited to drafting standard operating procedure documents	Required	2	Years
1-3 years of experience as an IT analyst in a public safety IT environment	Required	2	Years
1-3 years of basic knowledge / experience working with Computer Aided Dispatch (CAD)	Required	2	Years

Questions

	Description
	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?