

## Job Description

Job Title	INFO. TECH. SPECIALIST		
Job ID	21418		
Date Opened	03/27/2023		
Date Closed	04/03/2023		
Location	200 I Street, SE		
Full/Part Time	Full-Time	Type of Appointment	Career Service - Temp Appt
Regular/Temporary	Regular		
Agency	BX	Comm on the Arts & Humanities	
Area of Consideration	Open to Public		
Grade	11		
Bargaining Unit	CH11	Non Union - Chapter 11	
Minimum Range	\$65,285.000000	Maximum Range	\$84,167.000000
Target Openings	1	Available Openings	1

[Return to Previous Page](#)[Switch to Internal View](#)

### General Job Information

#### Job Summary

The position is located in the DC Commission on the Arts and Humanities (DCCAH). The mission of the DCCAH is to provide grants, programs and educational activities that encourage diverse artistic expressions and learning opportunities, so that all District of Columbia residents and visitors can experience the rich culture of our city.

This position functions as an Information Technology (IT) Specialist responsible for providing customer support services, including installation, configuration, troubleshooting, customer assistance, and/or training, in response to customer requirements.

#### Duties and Responsibilities

Assists with management, utilization and accountability of IT assets and supplies. Assists and analyzes IT requests to minimize future issues. Works with internal or external stakeholders on relocation, ordering and maintenance of agency IT equipment. Identifies appropriate contact telephone numbers for vendors who aid in the request (i.e., workstations, audio equipment and mobile devices). Prioritizes issues based on standard operating procedures and service level agreements.

Coordinates and administers in-person and virtual Commission meetings including event setup, registration, cueing of parties, sharing of exhibits, recording, troubleshooting, and live streaming. Issues and tracks agency's tech devices including laptops. Cleans hard drives prior to re-issue and runs updates. Deploys software and patches to workstations and mobile devices. Provides support for remote access and mobile computing devices. Provides support for agency events. Submits and coordinates service request resolution with the Office of the Chief Technology Officer (OCTO).

#### Qualifications and Education

Applicants must have at least one (1) year of specialized experience equivalent to the CS-9 grade level in the District of Columbia government service, or equivalent public or private sector. Specialized experience is experience which is in or directly related to the line of work of the position and has equipped the applicant with the particular knowledge, skills, and abilities to successfully perform the duties of the position.

**Specialized Experience:** Experience in applying methods and practices for troubleshooting, recovering, adjusting, modifying, and improving IT systems.

#### Licenses and Certifications

None

**Working Conditions/Environment**

The work is performed mostly in an office environment setting.

**Other Significant Facts**

**Tour of Duty:** Monday- Friday 8:15AM- 4:45PM (varies)

**Pay Plan, Series and Grade:** CS-2210-11

**Promotion Potential:** No known promotion potential

**Duration of Appointment:** Career Service – Temporary

**Collective Bargaining Unit (Non-Union):** This position is not in a collective bargaining unit.

**Position Designation:** The position has been deemed **security-sensitive**. Accordingly, the incumbent will be subject to pre-employment checks (criminal background checks, consumer credit check, traffic record checks, if applicable) as a condition of employment, and will be subject to periodic criminal background checks for the duration of your tenure.

**Residency Statement:** If the position you are applying for is in the Career, Management Supervisory, or Educational Service at an annual salary of one hundred fifty thousand dollars (\$150,000) or more, you must establish residency in the District of Columbia within one hundred eighty (180) days of the effective date of the appointment and continue to maintain residency within the District of Columbia throughout the duration of the appointment.

**EEO Statement:** The District of Columbia Government is an Equal Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.