



U.S. Senate
Office of the Secretary

HUMAN RESOURCES

VACANCY ANNOUNCEMENT

POSITION

Information Systems Analyst

DEPARTMENT

Office of Information Systems

SALARY RANGE

\$85,335 - \$132,272

CONTACT

Applications for the position must be submitted online; see the link below. If you need an accommodation to submit an application for this position, please contact Human Resources at 202-224-3625 or stop by the Human Resources office at SH231B.

FEDERAL RELAY SERVICE

Speech/Hearing impaired persons may contact the Federal Relay Service at 1-800-877-8339 TTY

POSTING DATE

November 29, 2021

DEADLINE FOR APPLICATIONS

December 13, 2021 Applications will NOT be accepted after 11:59 p.m.

The online application can be found in the Employment section of Senate.gov - <https://www.senate.gov/visiting/employment.htm>.

All applicants should complete a Secretary of the Senate Application for Employment and attach a cover letter and current resume to the Human Resources Department at the link listed above. Qualified candidates will be contacted if selected for an interview. Do NOT mail. No phone calls please.

VETERANS' PREFERENCE

Hiring for this position will be governed by the Veterans Employment Opportunity Act of 1998 ("VEOA"), as made applicable by the Congressional Accountability Act of 1995. Pursuant to the VEOA, qualified applicants who are not current employees of the Office of the Secretary of the Senate and who are disabled or who have served on active duty in the Armed Forces during certain specified time periods or in certain military designated campaigns ("veterans") may be eligible to receive a preference over non-veterans in hiring decisions. Family members of veterans may also be eligible to receive a veterans' preference if the veteran cannot claim his or her veterans' preference.

To be eligible for a veterans' preference, applicants must meet all of the requirements set forth in the VEOA and applicable regulations. Those eligibility requirements are summarized in the Application for Veterans' Preference, which may be obtained by visiting:

https://www.senate.gov/employment/resources/pdf/SOS_VeteransPreference.pdf

If claiming a veterans' preference, an applicant must indicate that he/she is preference eligible on the application or resume and must submit a completed copy of the Application for Veterans' Preference along with the supporting documentation specified on that form. If the Office of the Secretary of the Senate does not receive the Application for Veterans' Preference and supporting documentation by the closing date, the applicant's claim for a veterans' preference may be denied.

Applicants may obtain a copy of the Office's Veterans' Preference in Appointments policy by submitting a written request to resumes@sec.senate.gov.

Individuals who are entitled to a veterans' preference are invited to self-identify voluntarily. This information is intended solely for use in connection with the Office of the Secretary of the Senate's obligations and efforts to provide veterans' preference to preference-eligible applicants in accordance with the VEOA. An applicant's status as a disabled veteran and any information regarding an applicant's disability, including the applicant's medical condition and history, will be kept confidential and will be collected, maintained and used in accordance with the Americans with Disabilities Act of 1990, as made applicable by section 102(a)(3) of the CAA, 2 U.S.C. §1302(a)(3). An applicant who declines to self-identify as a disabled veteran and/or to provide information and documentation regarding his/her disabled veteran's status will not be subjected to an adverse employment action, but the individual may be ruled ineligible for a veterans' preference.

**UNITED STATES SENATE
OFFICE OF THE SECRETARY**



INFORMATION SYSTEMS ANALYST

Department: Office of Information Systems

Reports to: Director, Information Systems

NATURE OF WORK

This is technical work maintaining, updating, and administering the Secretary of the Senate's computer systems for the Office of Information Systems. Work includes installing and configuring software and hardware, troubleshooting, and assisting customers with technical questions. Work is bound by Secretary of the Senate policies and procedures; the *U.S. Senate Handbook*; and the *Senate Ethics Manual*, but requires independent judgment in setting priorities and handling assignments.

ESSENTIAL FUNCTIONS

Install and maintain software releases and updates; review release packages to identify those modules requiring modifications; develop plans and specifications necessary for carrying out recommendations for proposed applications.

Identify and take action to resolve software/hardware failures; coordinate with Senate technical support personnel to resolve problem areas and resume operations as quickly as possible; document temporary and permanent issues and resolutions; coordinate with commercial vendors and Senate computer personnel, as needed; and send broken hardware to vendor for repair and ensure that equipment is returned in a timely manner.

Evaluate software programs available from vendors for utility, compatibility, and sufficiency in meeting user needs; modify software programs to meet user requirements.

Perform automation troubleshooting to ensure customer needs are satisfied within strict deadlines; respond to calls and prioritize trouble calls based on severity and impact of issues; provide support for staff and management in the use of equipment and software applications; work closely with users to identify and resolve problems related to hardware or software.

Assist in maintaining the local area network (LAN) and ensuring continuity of operations by monitoring LAN servers and equipment; and add software, servers, printers, and peripheral devices to the existing LAN with as little interruption of services as possible.

Maintain current knowledge of the Information Systems' Emergency Action Plan (EAP) and Continuity of Operations (COOP) plan; participate in periodic exercises and drills.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in an office environment with exposure to everyday risks and discomforts, and requires the use of normal safety precautions. Work requires moderate physical activities such as

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UNITED STATES SENATE OFFICE OF THE SECRETARY

moving computer equipment and furniture, which includes lifting 25-50 pounds, bending, stooping, or reaching while performing hardware installation, maintenance, or system troubleshooting, as well as regular use of typical office equipment, software programs, and methods of communication such as a computer, email, telephone, photocopier, and fax machine. Regular, predictable, and punctual attendance is required for performance of duties. Work also requires physical presence in the office, except as otherwise required by the Office of the Secretary of the Senate.

MINIMUM QUALIFICATIONS

Work requires an associate's degree in computer science or a related field, with three to five years of computer support experience; and the following knowledge, skills, and abilities:

Knowledge of a broad range of computer-based technologies and applications, general PC hardware and software, and word-processing and business graphics packages.

Knowledge of application software, telecommunications, cabling, topology, protocols, network security, and user interfaces.

Knowledge of advanced automated data processing procedures and common practice.

Knowledge of functional capability and operational requirement of LANs.

Basic knowledge of the Senate as an institution preferred, with a desire and willingness to learn more about the legislative process, as well as the history and operation of the Senate.

Ability to recommend and advise on alternate approaches in application system development or problem solving.

Ability to troubleshoot and solve problems in a timely and efficient manner and to test all repairs/changes/reconfigurations/installations, etc. to ensure customer satisfaction.

Ability to install hardware, software, operating systems, applications packages, and tools on personal computers.

Ability to work extended and unscheduled hours as dictated by the Senate schedule, including both direct and indirect support activity for late night, floor dependent staff while the Senate is in session.

Ability to communicate with others using tact and diplomacy.

LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS

None.

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