



**DISTRICT OF COLUMBIA RETIREMENT BOARD  
Position Vacancy Announcement**

<b>ANNOUNCEMENT NO:</b> 20180907	<b>POSITION:</b> IT Specialist (Systems Network Services)
<b>OPENING DATE:</b> September 7, 2018	<b>CLOSING DATE:</b> Open Until Filled
<b>TOUR OF DUTY:</b> 8:30 a.m. – 5:00 p.m., Monday - Friday	<b>STARTING RANGE:</b> \$84,748 – \$105,936 DOQ (Grade 09) (Career Service); Entire Range: \$84,748 – \$130,937
<b>LOCATION:</b> 900 7 <sup>th</sup> Street, NW, 2 <sup>nd</sup> Floor Washington, DC 20001	<b>AREA OF CONSIDERATION:</b> Open to all applicants
<b>NUMBER OF VACANCIES:</b> One (1)	<b>TYPE OF APPOINTMENT:</b> Probationary to Regular
<u>This position is <b>NOT</b> in a collective bargaining unit.</u>	

**\*\*\* Successful pre-employment criminal, financial, educational and certification background check required \*\*\***

## **ABOUT THE D.C. RETIREMENT BOARD**

The District of Columbia Retirement Board is an independent agency of the District of Columbia Government. Our mission is to manage and control the assets of the D.C. Police Officers' and Firefighters' Retirement Plan and the D.C. Teachers' Retirement Plans as well as to administer benefits for the members of the plans.

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## **POSITION SUMMARY**

The IT Specialist is responsible for maintaining the agency's IT environment. In general, these duties include the ongoing administration and support of DCRB's IT network systems, equipment, and technology. Primary duties include designing, installing, and configuring agency servers, and network devices; proactively managing and maintaining the agency's servers, network, and firewall systems; and administering and supporting core software platforms and technologies. The IT Specialist also is responsible for developing and implementing project plans, risk-assessments, and contingency plans; managing reporting functions; documenting best practices and support procedures; and providing after-hours support, as necessary.

## **PRIMARY RESPONSIBILITIES**

### **Overall**

1. Design, install and configure internal and customer facing servers, network devices and firewalls.
2. Proactively manage and maintain server, network and firewall systems
3. Administer and support core Microsoft, Cisco, Citrix and VMware technologies
4. Develop and implement project plans, risk assessments and contingency plans
5. Design and implement monitoring, configuration management and reporting functions that will make a hands-off environment
6. Define and document best practices and support procedures

7. Provide after-hours support for Infrastructure related emergencies as well occasional weekend maintenance
8. Maintain inventory and asset configuration documentation
9. Assist with hardware, firewall, telecom and software vendor evaluation, recommendation and negotiations  
Mentor / cross train team members on existing and new technologies
10. Carry out special tasks at Management's direction
11. Interact with customers and staff at the technical level, as required.
12. Other duties as assigned.

## **PRIMARY RESPONSIBILITIES**

### **Acquisition & Deployment**

Conduct research on server hardware, software, and protocols in support of procurement and development efforts.

### **Operational Management**

1. Create and check incidents and changes for entries on server and server-resource issues; prioritize and respond to tickets as appropriate.
2. Serve as cornerstone for escalating server issues; provide timely response to escalations.
3. Perform file system configuration and management; define and perform server backups and recovery procedures.
4. Plan and implement server upgrades, maintenance fixes, and vendor-supplied patches.
5. Monitor and test system performance and provide performance statistics and reports.
6. Manage enterprise directory services and supporting server infrastructure.
7. Assist in defining and implementing strategies for integrating disparate operating environments.
8. Recommend and execute modifications to server environment in order to improve efficiency, reliability, and performance.
9. Ensure that "As-Built" documentation is delivered for all production systems.
10. Perform other duties incidental to the work.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Advanced knowledge of at least 3 of the following: Windows 2008/2012 AD, VMware, Exchange, SQL, IIS, Proxy, Apache, Site Server, ASP, or XML.
- Proficient in both Windows and Linux environments.
- Exceptional abilities at load balancing, clustering, and caching procedures and processes.
- Specific knowledge of Windows 2008/2012 platform(s) required, as well as strong working knowledge of SQL relational database(s).
- Experience installing, configuring, and maintaining all manners of server hardware and associated network equipment, including SCSI, RAID, and I/O topology.
- Experience deploying and managing DELL Blade servers and EMC VNX storage systems.
- Knowledge of Cloud-based service platforms and technologies is desirable.
- Experience with SAN enterprise storage technologies and protocols - (iSCSI, FC, FCoE, NFS, CIFS etc.).
- Strong understanding of Network concepts (TCP/IP, DNS, DHCP).
- Proven experience with creating, implementing, and maintaining scripts for process automation, infrastructure monitoring, and proactive reporting.

- Experience in Active Directory Administration and Windows servers 2008 & 2012.
- Experience in VMware vSphere 5.x, 6, vCenter, vMotion, VMware HA, and Clustering.
- Knowledge and understanding of information security principles, including Operating System hardening.
- Knowledge of networking, client server architecture, cloud computing, and enterprise system architecture.
- Strong scripting and troubleshooting skills.
- Experience managing VERITAS NetBackup backup technology. Experience with server performance tuning and monitoring tools Strong customer-service skills, with solid written, oral, and interpersonal communication skills.
- Ability to communicate technical information clearly and concisely to non-technical users. Ability to create professional-level technical documentation and presentations.
- Strong analytical, troubleshooting, and problem-solving skills.
- Ability to function with an enterprise perspective and work with technical staff, management and other entities staff on technical design and business issues.
- Ability to troubleshoot network issues including back bone infrastructure issues.
- Solid understanding of LAN/WAN networking
- Advanced knowledge of Windows Server (2003/2008/2012) /desktop Operating Systems (7/10
- Experience in managing:
  - in excess of 50 Windows Server infrastructure
  - large scale Citrix/Terminal Server installations
  - server virtualization technologies like VMWare Server/ESX or Microsoft HyperV/Virtual Server

## QUALIFICATIONS

### **Required—**

- Cisco Certified Network Associate or Professional -CCNA/CCNP MCITP Server
- Microsoft IIS administration and configuration
- Microsoft Exchange Management
- Linux/UNIX administration

### **Preferred—**

- Bachelor's degree in computer science (or related area) preferred.
- Microsoft Certification (MCSE) or equivalent certification in relevant programs desired.
- Active Directory/LDAP user and group administration
- LAN Routing and Switching design, configuration and troubleshooting (VLANs, IP Subnetting, 802.1Q trunks)

## WORKING CONDITIONS:

- Normal office environment.
- Work hours are 8:30 a.m. – 5:00 p.m.

**COMPENSATION LEVEL:** DCRB Grade 09

*This job description indicates the general nature and level of work being performed by employees in this job. It is not intended to be an exhaustive list of all tasks, duties, and qualifications of employees assigned to this job. Incumbents may be asked to perform other duties as required.*

**RANKING FACTORS:** NONE

**HOW TO APPLY:**

Applicants must submit a completed DC2000 Employment Application form, letter of interest discussing eligibility and qualifications, and resume. The DC2000 Employment Application is available as a fillable file document on the "Working at DCRB" page on DCRB's website. You may view the page here: <http://dcrb.dc.gov/service/working-dcrb>

All educational and experience requirements used to determine eligibility for this position must be officially verified at the time of appointment. No offer of employment will be deemed fulfilled without such verification(s).

**WHERE TO APPLY:**

**Via U.S. Mail to:** HR Director  
DC Retirement Board  
900 7<sup>th</sup> Street NW, 2<sup>nd</sup> floor  
Washington, DC 20001

**Via Fax to:** (202) 343-3302  
Attention: HR Director

**Via Email to:** [dcrb.vacancies@dc.gov](mailto:dcrb.vacancies@dc.gov)

**NOTE:** It is imperative that all information on the DC2000, resume and supporting documents be both accurate and truthful and is subject to verification. Misrepresentations of any kind may be grounds for disqualification for this position or termination.

**NOTICE OF NON-DISCRIMINATION:** In accordance with the DC Human Rights Act of 1977, as amended, DC Official Code, §2-1401.01, et seq. (Act), the District of Columbia Retirement Board does not discriminate in its programs and activities on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family status, family responsibilities, matriculation, political affiliation, disability, source of income or place of residence or business. Sexual harassment is a form of sex discrimination, which is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

**NOTICE OF BACKGROUND INVESTIGATION AND PENALTIES FOR FALSE STATEMENTS:** An offer of employment with the DCRB is contingent upon the completion and satisfactory result of a criminal, education and financial background investigation conducted by the DCRB or authorized agent prior to commencement of duty. In addition, an offer of employment for a position with specified education and certification qualification requirement(s) is contingent upon the completion and satisfactory result of an educational and/or certification background investigation conducted by the DCRB or authorized agent prior to commencement of duty (Pursuant to DCRB Policy No. DCRB-09-1-01).

Applicant understands that a false statement on any part of your application, including materials submitted with the application, may be grounds for not hiring you, or for firing you after you begin work (D.C. Official Code, section 1-616.51 et seq.) (2001). Applicant understands that the making of a false statement on the application or on materials submitted with the application is punishable by criminal penalties pursuant to D.C. Official Code, section 22-2405 et seq. (2001).

**DRUG-FREE WORK PLACE ACT OF 1988:** "PURSUANT TO THE REQUIREMENTS OF THE DRUG-FREE WORKPLACE ACT OF 1988, THE INDIVIDUAL SELECTED TO FILL THIS POSITION WILL, AS A CONDITION OF EMPLOYMENT, BE REQUIRED TO NOTIFY HIS OR HER IMMEDIATE SUPERVISOR, IN WRITING, NO LATER THAN FIVE (5) DAYS AFTER CONVICTION OF OR A PLEA OF GUILTY TO A VIOLATION OF ANY CRIMINAL DRUG STATUTE OCCURRING IN THE WORKPLACE."



**OFFICIAL JOB OFFERS ARE MADE ONLY BY THE DCRB HUMAN RESOURCES**

