DISTRICT OF COLUMBIA RETIREMENT BOARD
Position Vacancy Announcement

ANNOUNCEMENT NO: 20210715	**POSITION**: Senior IT Specialist, Program Management Services
OPENING DATE: July 15, 2021	**CLOSING DATE:** Open Until Filled
TOUR OF DUTY: 9:00 a.m. – 5:30 p.m., Monday – Friday	**STARTING RANGE:** $98,208 - $122,761 DOQ (Grade 10) (Career Service) **Entire Range:** $98,208 - $159,410
LOCATION: 900 7th Street, NW, 2nd Floor Washington, DC 20001	**AREA OF CONSIDERATION:** Open to all applicants
NUMBER OF VACANCIES: One (1)	**TYPE OF APPOINTMENT:** Probationary to Regular
This position is **NOT** in a collective bargaining unit.	

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

ABOUT THE D.C. RETIREMENT BOARD: The District of Columbia Retirement Board (DCRB) 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 Fund and the D.C. Teachers' Retirement Fund as well as to administer benefits for the members of the of the D.C. Police Officers' and Firefighters' Retirement Plan and the D.C. Teachers' Retirement Plan.

POSITION SUMMARY

The Senior IT Specialist, Program Management Services leads program activities in support of the Agency's mission and goals. Provides programmatic and technical leadership for significant IT initiatives in Enterprise Applications and Infrastructure Services. Collaborates with the department and other staff to ensure that the approach to program management and implementation is conducted in a manner that reduces risk, provides governance, and manages oversight of programs consistent with the Agency's policies and industry best practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Policy & Planning

- Leads IT programs to achieve the desired benefits, ensures adherence to governance and manages stakeholder expectations. Has overall responsibility for timely and insightful performance metrics. Effectively leverages business case analysis including cost benefit and return on investment analysis.

- Supports IT programs and initiatives through the development of conceptual documents, statements of work, project plans and associated budgets (near and long term), periodic and ad hoc reports/proposals; by conducting user surveys and studies; evaluating applicable policies and procedures; and analyzing and defining IT requirements.

- Maintains workbench of standard IT templates for program planning, governance, financial management, and overall program administration.

Service Desk

- Leads and motivates a team of IT support staff to deliver excellent technical support with outstanding customer service, satisfaction, and timeliness.

- Seeks measurable improvements in customer satisfaction, cost reduction, and qualitative improvements in IT products and services.

- Promotes communication, collaboration, teamwork and partnership between and amongst employees and organizational peers/staffs.

- Uses sound judgment and empathy when resolving customer complaints.

Project Management

- Leads and influences project teams to ensure the work product is of high quality and in line with program policy objectives and goals.

- Establishes project management parameters, sets priorities, and organizes teams so that accomplished work improves productivity, cost-effectiveness, timeliness, and quality.

- Develops project plans and schedules. Oversees project implementation. Estimates resource requirements. Makes or recommends adjustments to account for changes in requirements, advances in technology, or availability of resources.

- Coordinates IT procurement activities and financial control requirements with the appropriate functional staffs. Coordinates technical activities with staffs assigned to other projects to ensure appropriate integration.

- Oversees the work of contractors and evaluates contractor performance. Engages in contacts with vendors. Negotiates delivery of products and services.

- Anticipates potential pitfalls to operational programs, responds using sound judgment, and takes prompt action to notify affected divisions and personnel where issues affect operations.

Technical Leadership

- Leads the design, planning, execution and support of major initiatives to enhance IT service delivery following best practices in Change Management, Enterprise Architecture and Data Governance.

- Influences change management on an ongoing basis, taking steps to remove barriers, accelerate its pace, and supports others through the change.

- Ensures enterprise-level IT specifications align with the agency's business requirements. Documents all design and analysis work in an integrated repository for access and reuse.

- Implements IT program management utilizing standard templates for stakeholder management, governance and value realization.

FUNCTIONAL COMPETENCIES

- Demonstrated experience leading large scale IT transformations, with a focus on agile development process and influencing people to deliver to the roadmap and agency priorities.

- Demonstrated skill in dealing with the agency and contractor staff is required as the job demands daily interaction with the program teams that may tend to lose focus.

- Able to communicate effectively to get the tasks completed by others.

- Ability to resolve resource conflicts in a timely manner to keep the projects on time and on budget, and to advise management on the expedited resolution of these resource conflicts.

- Experience with Systems Operations and Service Management processes to optimize the cost and quality of services, enabling the agency to meet its objectives, and for the effective functioning of systems to support these services.

- Experience with Service Desk in establishing performance targets, tracking results, implementing internal and customer-facing guidelines.

- Ability to communicate technical information clearly and concisely to non-technical users. Ability to create professional-level technical documentation, presentations and procedures.

- Strong customer-service skills, with solid written, oral, and interpersonal communication skills.

- Ability to function with an enterprise perspective and work with technical staff, management and other entities staff on technical design and business issues.

REQUIRED EDUCATION & PROFESSIONAL CERTIFICATIONS

- Bachelor's Degree in Information Technology or equivalent technical training; Master's Degree is preferred.

- Certifications in Program Management (PgMP), Project Management (PMP), and Information Technology Information Library (ITIL v3/v4) are a plus.

JOB EXPERIENCE (Years & Type)

- Ten plus years of progressive experience of increasing complexity and responsibility in project management delivering projects to achieve the desired benefits, ensures adherence to governance and manages stakeholder expectations.

- Seven years' hands-on experience in program management managing inter-related projects.

- Five years' experience in managing customer support and/or service desk operations including end-user software and computing systems, mobile devices, server infrastructure and audio-video support.

- Windows/Linux administration and migrating systems to the cloud environment is a plus.

DCRB is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer.

WORKING CONDITIONS:

- Normal office environment

COMPENSATION LEVEL: DCRB Grade 10

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

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

Applicants claiming Veterans Preference must submit official proof with application.

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: Email to: 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 in contingent upon the completion and satisfactory results 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