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Job Title: IT Specialist

Grade: 12	Salary Range: $77,649 - $99,323

Job Summary:

This position is located in the District of Columbia Office of the Inspector General (OIG), within the Information Technology (IT) Unit of the Business Management Division. The IT Unit enables the OIG to meet its goals effectively and efficiently by providing leadership in the application of information technology and delivering secure, innovative, and reliable technology solutions in the most responsive and effective manner; and to continually address the ever changing information technology landscape to improve access to information, to stimulate business activity and to ultimately address the needs of all OIG staff.

The incumbent performs end user support activities. At this level, IT Specialists provide help desk support for end users and provide technical support installing and configuring computer hardware and software programs. IT Specialists perform routine to moderately complex troubleshooting for hardware and software systems and may serve all levels of staff.

Duties and Responsibilities:

Respond to help desk calls and e-mails, log computer problems, and work with the IT team to resolve simple to complex technology issues in a timely manner. Analyze help desk logs to minimize future issues.

Incumbent will triage IT and at times serve as Tier 2 to maintain issues and record them in the automated e-ticketing system.

Prioritize issues based on standard operating procedures and service level agreements
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)

Create/maintain end user accounts and provide end user training as needed.

Interact with end users to ensure proper operation of computer systems, hardware, and software

Generate master operating system images and deploy to workstations.

Administer Group Policies for workstations and user profile configurations.

Deploy software and patches to workstations and mobile devices.

Qualifications and Education

Desired
Bachelor's degree in Computer Science or equivalent field of study (e.g., Information Systems, Computer Information Management, Business, etc) is desirable
5+ years of relevant work experience