



**Job Opportunity** IT Specialist [System Administration, Network, Security]

**Vacancy Number** 2020-04

**Closing Date** Open until authorized

**Location** Appalachian Regional Commission  
1666 Connecticut Avenue, NW  
Washington, DC 20009

**Grade** NF 13-14

**Apply online:**

<https://appalachianregionalcommission.applytojob.com/apply/BgI3gnPHpp/IT-Specialist>

**About the Appalachian Regional Commission**

The Appalachian Regional Commission (ARC) is an economic development agency of the federal government and 13 state governments focusing on 420 counties across the Appalachian Region. ARC's mission is to innovate, partner, and invest to build community capacity and strengthen economic growth in Appalachia to help the Region achieve socioeconomic parity with the nation. [www.arc.gov](http://www.arc.gov)

**Position Summary**

This position reports directly to the Director of Information Technology and performs a variety of work including all aspects of IT system development/enhancements and maintenance of operations of workstations, servers, network, and security. Work is accomplished by this position and may be supported by other assigned staff and contractors who share responsibility for ensuring the work efforts achieve the outcome specified within the agency's business strategy, including appropriate strategic, life cycle management and capital IT investment plans.

**Duties and Responsibilities**

This position manages multiple IT initiatives of short- and long-term duration. The incumbent coordinates, communicates, integrates and is accountable for the overall success of each project, ensuring alignment with critical agency priorities. Work includes creating and following project plans including project selection, prioritization, evaluation and monitoring, cost schedule management, risk management, quality management and resource allocations.

Implements IT projects and works with other IT staff (ARC employee and/or contractors). Work is primarily concentrated in IT system administration and management, IT project development, and IT security.

Implements and ensures compliance with plans, policies, standards, infrastructures, and architectures that establish the framework for the management of IT programs.

Analyzes, plans, designs, documents, assesses, and manages the IT enterprise structural framework to align IT systems with the mission, goals, and business processes of the organization.

In conjunction with IT Director, plans, develops, implements, and maintains programs, policies, and procedures to protect the integrity and confidentiality of systems, networks, and data.

Installs, configures, and maintains the operating systems environment, including systems servers and operating systems software on which applications programs run.

Tests, installs, configures, and maintains networks including hardware (servers, firewall, switches, and routers) and software that permit the sharing and transmission of information.

Consults with database development and administration for critical agency programs and grants management to ensure availability of data storage and retrieval without data loss. Oversees the development of standards for the handling of data.

Ensures defined uptime and secure access to services that permit the publication and transmission of information about agency programs to internal and external audiences.

Provides systems administration support; installs, configures, troubleshoots, and maintains hardware and software to ensure the availability and functionality of systems.

Provides helpdesk support and response, including ongoing technical support to customers who need advice, assistance, and training in applying hardware and software systems.

Works with the Director of IT to evaluate IT program needs and effectiveness for internal and external users of the system. Works with other divisions to ensure their needs are being met by the system configuration.

Ensures cybersecurity protocols are in place to prevent loss of data and intrusions into the ARC network and system. Recommends to the Director applications and access to the internal network and ensures that links to other systems are evaluated for cybersecurity and data protection.

Ensures that procurement of software licenses, services, equipment, and supplies required for Commission information systems are current and compatible with the enterprise architecture.

Performs other related duties as required.

### **Qualifications**

Understanding of the mission of ARC and programs and ability to stay up to date, applying information to ARC's IT infrastructure and architecture.

Demonstrated professional demeanor with complete respect for sensitive data, discretion, and a customer service perspective.

Strong business acumen skills.

Ability to apply IT concepts, principles, methods, and practices.

Relevant IT experience in Federal and non-federal environments.

Experience with:

- Microsoft Azure AD and serverless environment management;
- cloud based technology and methodology;
- performance management/measurement methods, tools, and techniques;
- systems testing and evaluation principles, methods, and tools;
- requirement analysis principles and methods;
- IT security principles and methods and DLP;
- COTS products and components;
- internet technologies to analyze the Internet potential of systems, networks, and data;
- acquisition management policies and procedures related to IT products;
- project management principles and methods including the ability to prioritize work;
- ability to provide advice and guidance on a wide range and variety of complex IT issues;
- interrelationships of multiple IT specialties;
- skill in interpreting IT policies, standards, and guidelines;
- ability to conduct analyses and recommend resolution of complex issues affecting the specialty area including applying new developments to previously unresolved problems;
- ability to evaluate and recommend adoption of new or enhanced approaches to delivering IT services, including cost benefit analysis;
- skill in testing and optimizing the functionality of systems, networks, and data;
- ability to develop and interpret policies, procedures, and strategies governing the planning and delivery of services throughout the agency;
- ability to provide expert technical advice, guidance, and recommendations to management and other technical specialists on critical IT issues;
- skill in evaluating proposals for the acquisition of IT products or services relevant to the organization and business need;

Adaptability – ability to accept and apply changes to work processes, information, team; recovers quickly from setbacks and finds alternative ways to reach goals or targets; navigates change through positive communications and supportive actions

Communicating – selects appropriate and effective way to communicate to audiences in diverse situations; listens actively and asks questions to understand other perspectives or confirm understanding; awareness of and responsive to verbal and non-verbal communication styles; provides status updates which reduce or eliminate the need for follow up from requestor; ability to translate technical information to non-technical colleagues

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical information that is appropriate for the intended audience; produces written material that is timely, accurate, succinct and relevant to recipient's needs.

Collaboration - ability to interact and work effectively with others to accomplish goals despite differences, changes, roles or resources; treats others with respect, dignity, and professional courtesy; values the contributions of others through listening, sharing relevant information and considering new ideas; affirmatively shares lessons learned and relevant information.

Critical Analysis - ability to identify, research, analyze, design, manage and communicate data and outcomes sufficiently to various audiences to accomplish work outcomes; develops, recommends, and/or implements innovative and effective approaches to solve problems.

Accountability – makes best use of resources to accomplish work priorities; takes responsibility of balancing quality with deadlines; takes appropriate action(s) to fulfill commitments to others; owns, acknowledges and corrects mistakes; immediately communicates updates and changes to others

Desired competencies and certifications:

- Knowledge of telecommunications industry practices and theory
- Certified Network Engineer (CNE)
- ITIL Foundation
- Bachelor's degree

#### **Additional Requirements**

- Prior to hire, the selectee must successfully complete and maintain a background check/investigation
- U.S. Citizenship
- Ability to travel (up to 10%)

#### **Salary and Benefits**

ARC offers a collaborative work environment, a convenient location near Dupont Circle, and a competitive benefits package which includes health insurance, retirement, paid time off, commuting subsidy, professional development, etc. This is not a federal position; however, if a federal employee is selected for this position and transfers without a break in service of more than three calendar days, he or she may be able to continue his or her retirement and life/health insurance benefits. ARC generally follows the General Schedule Salary Table of the Federal government. ARC's grades denoted by "NF" are equivalent to the federal grade(s) on the GS chart.

*ARC is an equal employment opportunity employer and endeavors to make reasonable accommodations to the known physical or mental limitations of qualified applicants with a disability unless the accommodation would impose an undue hardship on the operation of ARC's business. If an applicant believes he or she requires such assistance to complete the application or to participate in an interview, he or she should contact Allison Thiriez. If an applicant has any questions or concerns, he or she should reach out to Allison Thiriez at 202.884.7712 or at [hr@arc.gov](mailto:hr@arc.gov)*