

Title: OCTO -DCPS Helpdesk Specialist Journeyman **Region:** District of Columbia

Req ID: 722795

Details

Requisition Details

Req. Class: ST2HELPAV1 : 2-Journeyman **Region:** District of Columbia

Title: OCTO -DCPS Helpdesk Specialist Journeyman

Req. Status: Open

No. of Openings: 6 **No. Filled:** 2

Start Date: 11/21/2023 **End Date:** 09/30/2024

No New Submittals After: 01/19/2024

Max Submittals by Vendor per Opening: 1

CAI Contract Manager: Margaret Hunter

Worksite Address: 200 I Street SE

Agency Interview Type: Webcam Only

Existing Incumbent Resource?: No

Contract: STaR2

Work Arrangement: Onsite

Rate Information

Rate Structure used: Straight Time - STaR2

Hours/Units per day: 8

Days per week: 5

Requisition Description

Engagement Type: Contract

Short Description: OCTOhelps is looking to add to its DCPS Technical Support. The candidate should have 6-10 years of experience. They will respond to and diagnose problems through discussion with users. 100% Onsite and will need to be comfortable with getting around DC.

Complete Description: Resolve technical issues and closing out assigned Service/Incidents requests within the agency's Service Level Agreements ii. Adhere to all Enterprise-wide security policies related to security and integrity of Districtowned Resources iii. Provide assistance with installation, operation, and maintenance of District-owned desktop software, including operating systems (both Windows and Apple), off-the-shelf products (e.g. Microsoft Office, Project, Visio, Outlook) and endpoint management tools iv. Log and route service requests and incidents in an incident management system. v. Provide a high level of customer service to end users on a daily basis ix. Provide technical expertise related to Microsoft Products, such as Microsoft Office, Windows operating systems, as well as other related Microsoft applications vi. Troubleshoot issues related to agency specific applications and web applications vii. Provide technical support for mobile devices, such as iPads, iPhones, Android devices and tablets viii. Collaborate with the IT leadership team to test and implement cost effective technology for District viii. Maintain service level agreements related to Desk Side support Service/Incident requests x. Work with other technical teams to coordinate multi-tiered technical support for outages, widespread security incidents.

----- CONTRACT JOB DESCRIPTION

Responsibilities:

1. Responds to and diagnoses problems through discussion with users.
2. Ensures a timely process through which problems are controlled, including problem recognition, research, isolation, resolution, and follow-up steps.
3. Supervises operation of help desk and serves as focal point for customer concerns.
4. Provides support to end users on a variety of issues.
5. Identifies, researches, and resolves technical problems.
6. Responds to telephone calls, emails, and personnel requests for technical support.
7. Documents, tracks, and monitors the problem to ensure a timely resolution.
8. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware.
9. Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.
10. Simulates or recreates user problems to resolve operating difficulties.
11. Recommends systems modifications to reduce user problems.

Minimum Education/Certification Requirements:

Bachelor's degree in IT or related field or equivalent experience; IT related certifications (CompTIA or equivalent) or equivalent work experience.

Client Information

Work Location: OCTO - 200 I Street, SE
Washington DC 20003

Cost Center: OCTO - Office of the Chief
Technology Officer

Project:

Required/Desired Skills

Required /Desired

Skill	Required /Desired	Amount	of Experience
6-10 yrs installing and configuring system hardware/software in an enterprise environment	Required	6	Years
6-10 yrs installing operating system Required (OS) patches and upgrades	Required	6	Years
Expertise in supporting desktop operating systems (Windows 10 Mac OSX 10.10.X)	Required	3	Years
Bachelor's degree in IT or related field or equivalent experience	Required	10	Years
Experience using an endpoint management tool to provide remote support	Required	3	Years
Strong Customer Service Skills	Required	3	Years
Experience providing administrative support in an IT environment	Required	6	Years
Proficient time management skills Required and detail oriented organizational skills	Required	6	Years
Microsoft Certifications: MCP	Desired		
Experience managing service requests for IT support in ServiceNow or a similar ITSM platform	Required	3	Years
Expertise in troubleshooting hardware related issues	Required	6	Years
Expertise in troubleshooting complex software related issues	Required	3	Years
Can demonstrate experience making nontechnical users comfortable with complex technology concepts	Required	3	Years
Knowledge of Microsoft Office Suite (Office 2010+ and Office 365)	Required	2	Years

Questions

	Description
Question 1	Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you accept this requirement?
Question 2	Please list candidate's email address.
Question 3	Candidates submitted above the NTE vendor rate will not be considered. Do you accept this requirement?
Question 4	There are no reimbursable expenses. Do you accept this requirement?
Question 5	By submitting a candidate to this requisition, you are indicating your company's acceptance of the terms and conditions contained within the Supplier Agreement, and Amendment #2022-01 to the Supplier Agreement. Do you accept this requirement?

Compliance

	Group Name	Linked	Global
	Onboarding Items		No
	Additional Onboarding Items		No

Reference

Requisition Comments

User Name	Org. Short Name	Date/Time	Comment	Sys. ID
	District of Columbia	01/12/2024 08:41 PM	4 out of the 6 openings have been filled looking to fill two more openings. Please do not submit candidates that have been considered for Helpdesk positions at OCTO before and were NOT selected.	18264445