

POSITION ANNOUNCEMENT

<p>POSITION: Information Technology Specialist - Office of Inspector General</p>	<p>POSTING NO: # 1255</p>	<p>DATE POSTED: October 3, 2012</p>
<p>LOCATION: Office of Inspector General Legal Services Corporation 3333 K Street, NW, 3rd Floor Washington, D.C. 20007-3552</p>	<p>EMPLOYMENT STATUS: Regular Full-Time/Non-Exempt</p>	<p>ANNOUNCEMENT REMAINS OPEN UNTIL FILLED</p>
<p>CLASSIFICATION: Band 2/Administrative</p>		<p>Background Check Required</p>

Overview: Established by Congress in 1974, the Legal Services Corporation (LSC) is the country's single largest funder of civil legal aid for low-income Americans. LSC currently funds 134 independent, non-profit legal aid organizations with more than 900 offices throughout the nation. The Corporation's mission is to promote equal access to justice and provide grants for high quality civil legal assistance.

LSC has a statutorily independent Office of Inspector General (OIG) to conduct and supervise audits, investigations and reviews to detect waste, fraud and abuse and to assist management in identifying ways to promote efficiency and effectiveness in LSC operations and LSC-funded programs.

The Information Technology Specialist (ITS) reports to the Assistant Inspector General for Management and Evaluation (AIGME) and, in collaboration with a contracted network engineering firm (Firm), will provide daily technology support for thirty (30) OIG users and assist with the operation of OIG's network systems.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- *User Support:* Serves as OIG's first contact in a user support help desk team, diagnoses problems, and provides training and technical solutions. Works with the Firm to identify new office technologies capable of enhancing OIG's current processes/productivity. Coordinates with the Firm on all tasks.

- *Network and Systems Administration:* Works with the Firm to support the OIG network and computer systems including LAN and internet/intranet systems; firewall; virus protection; hardware and software solutions and patches to desktops and notebooks; maintains wireless, Internet and website connectivity; administers Exchange Server, Microsoft Office applications, SharePoint, cell phones and voicemail, and backup and recovery solutions.
- *Website and Applications Administration:* Works with the Firm to administer internal and external websites (HTML) and supports the management of OIG information. Also, performs database support for audit and investigation information systems.
- *IT Administration:* Works with the Firm to maintain OIG Helpdesk software and documentation, procures and inventories technology equipment, manages vendor relations.
- Performs other related duties as assigned.

COMPETENCIES REQUIRED:

General:

Excellent customer service and problem solving skills with ability to work with employees to assess their needs and provide information or assistance to resolve their problems; ability to easily translate technical matters to non-technical personnel; high degree of flexibility, capacity for self-management and able to work effectively and collaboratively as part of a team; understanding of and commitment to organizational mission and goals; strong project management skills; strong organizational skills and ability to manage multiple priorities; strong attention to detail; effective oral and written communication skills with ability to interact with all levels of professional staff, consultants and vendors and maintain confidential information.

Technical/Specialized:

A minimum of an associate's degree in an information technology related field and a minimum of two years of direct experience in systems administration; or any combination of education and experience totaling a minimum of four (4) years. Microsoft certifications preferred. Must understand server administration, computer and network operations and internet protocols. Experience with Windows Server; Windows 7; MS Office Suite; Exchange Server; SQL Server; HTML, and basic understanding of database administration preferred. Able to physically lift objects weighing up to forty five (45) pounds.

SALARY AND BENEFITS:

Salary: \$45,000 to \$60,000 (including Locality Pay), depending on qualifications and experience. Excellent benefits package.

APPLICATION PROCEDURE:

Submit a résumé, cover letter, and salary history to:

Legal Services Corporation
Office of Human Resources
3333 K Street, NW, 3rd Floor
Washington, DC 20007-3522
Fax: 202.337.6383
E-mail: jobs@lsc.gov

Note: Electronic applications are preferred. If applying by e-mail, please include the job title in the subject line. If reasonable accommodation in the application process is required, please notify OHR at 202-295-1571.

DIVERSITY STATEMENT:

LSC embraces diversity as a core value. We recognize that our success as a corporation depends upon creating and maintaining a diverse team of talented professionals, and we are committed to a workplace that reflects and supports diverse individual backgrounds and perspectives. Our commitment to diversity, inclusion, and non-discrimination includes race, sex, age, religion, national origin, sexual orientation, gender identity/expression, personal appearance, genetic information, political affiliation, marital status, family responsibilities, disability and status as a veteran, and any other characteristic protected by federal, state, or local laws or regulation. We strive to have a workplace that is comfortable and welcoming for everyone.