Competencies

CORE: Technical Operations

This competency is weighted higher than the remaining competencies.

Understands and applies IT methods and best practices, including troubleshooting technical issues, root cause analysis, mitigating risk, adhering to and enforcing agency-defined IT standards, and understanding and executing on business and technical requirements. Must have experience with modern IT practices within the last 3 years using one or more of the following: Virtualization, Microsoft OS, SQL/Oracle, Citrix, cloud technologies, UNIX, Cisco, HP, Force10, BigFix, Microsoft SCCM, Active Directory, DNS, firewalls, SMTP, scripting, and routing and switching.

CORE: Security and Policy

Uses the principles, methods, and tools for assessing vulnerabilities to develop or recommend appropriate mitigation countermeasures. Apply tactics, technologies, principles, and processes to protect, analyze, prioritize, and handle incidents. Leverages the knowledge of IT security principles to create well-written policy.

CORE: Communications and Collaboration

Explains technical concepts to both technical and non-technical audiences. Able to frame technical choices to decision makers and justify organizational IT needs against business priorities. Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals. Ability to understand others, empathize, and clearly articulate technical tradeoffs to non-technical individuals.

CORE: Customer Service and Support

Works with external and/or internal customers a large, geographically dispersed organization to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows how to best utilize ticketing systems; is committed to providing quality products and services.

ROLE: Active Directory

Uses methods and controls to validate the identity of individuals to verify access approval and level, and monitor activity to ensure that only authorized access is taking place. Automates, develops, implements, and administers enterprise Active Directory and associated systems, including external environments using modern methods and principles. Uses database management systems and software to control the organization, storage, retrieval, security, and integrity of data.

ROLE: Network Infrastructure

Designs and provides expert input based on their knowledge of architecture and topology of software, hardware, and networks, including LANs, WANs, WiFi, and telecommunications systems, their components and associated protocols and standards. Manages and troubleshoots the operation and integration of these components. Demonstrates expertise of how systems communicate over common network protocols, and the function of firewalls, load balancers, and other security devices.

ROLE: Patch Management

Develops and implements procedures to create and deliver products and services, including tools and mechanisms for distributing new or enhanced software. Applies the principles, method--s, and procedures used for the automated control of a process, including the design, development, and maintenance of associated software, hardware, and systems. Demonstrated knowledge of SQL databases and the ability to create ad hoc queries.