


Apply for Job

Job ID	17027	Full/Part Time	Full-Time
Location	Reeves Center	Regular/Tem...	Regular
Date Opened	04/29/2022	Date Closed	05/13/2022
Area of Consideration	Open to Public	Agency	LQ
Grade	12		Alcoholic Beverage Reg Admin
Type of Appointment	Career Service - Reg Appt	Department	LQ10000000
Minimum Rate	\$85,209.00		Alcohol & Beverage Cntrl Adm
Target Openings	1	Bargaining Unit	1_2
		Maximum Rate	\$109,023.00
		Available Openings	1

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General Job Information

Job Summary

This position is located within the Alcoholic Beverage Regulation Administration (ABRA), Office of External Affairs. ABRA supports the public’s health, safety and welfare through the control and regulation of the sale and distribution of alcoholic beverages.

The purpose of this position is to perform all development and maintenance of website content, ensure virtual hearings run smoothly, and competently handle a wide variety of information technology (IT) related activities, administrative tasks and issues. The incumbent is responsible for collaborating and communicating effectively with non-technical staff on technical issues, troubleshooting, and working constructively to resolve IT issues/problems.

Duties and Responsibilities

Provides day-to-day technical support for end user hardware and software needs and project-based support for staff and ABC Board members. Oversees website content development efforts in coordination with ABRA’s Public Information Officer and serves as the agency’s web content writer and editor. Maintains website and edits copy in accordance with all District websites and style guidelines. Constantly edits site content to ensure information is up to date. Tests website applications, links, and ABRA’s records search tool to ensure functionality. Works with stakeholders to implement and maintain functionality with related systems, including Accela.

Research and recommend new software, systems, and devices including computers, tablets, printers, develops and leads user training and information sessions including onboard training for new hires. Coordinates and administer weekly virtual ABC Board meetings including event setup, registration, cueing of parties for cases, sharing of exhibits, recording, troubleshooting, and live streaming. Provides routine and non-routine, technical support and maintenance for desktop, laptop, printer, telecom, and network systems including hardware, application software, operating systems and connectivity. Participates in the development of statements of work, requests for proposals, and purchase orders related to computer hardware and software contracts.

Issues and tracks agency tech devices including laptops. Cleans hard drives prior to re-issue and runs updates. Implements security measures and enforce security and other IT-related policies. Manages Microsoft Teams, Adobe, VPN, SharePoint, Dropbox, and other agency accounts. Creates and terminate user accounts including email and software licenses. Sets up accounts in Active Directory. Coordinates new license subscriptions and renewals. Submits and coordinates service request resolution with Office of the Chief Technology Officer (OCTO). Keeps abreast of technology trends and best practices in software applications and hardware to propose improvements and technology advancements.

Qualifications and Education

Undergraduate or Graduate Education: Degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management **or** degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems or networks.

or

Experience must be IT related; the experience may be demonstrated by paid or unpaid experience and/or completion of specific, intensive training (for example, IT certification), as appropriate:

1. **Attention to Detail** - Is thorough when performing work and conscientious about attending to detail.
2. **Customer Service** - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.
3. **Oral Communication** - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
4. **Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

and

Specialized Experience: Specialized experience is experience which is directly related to the position and has equipped the individual with the knowledge, skills, and abilities to successfully perform the duties of the position. To be creditable, at least one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression.

Licensures and Certifications

None

Working Conditions/ Environment

Work is performed in a controlled office environment and in the field. Also, may involve some exposure to moderate risk of accidents and requires following basic safety precautions.

Physical Demands: Work is predominately sedentary; however, some walking, standing, and bending are encountered. Carrying heavy and cumbersome documents is common.

Other Significant Facts

Tour of Duty: Monday- Friday 8:15AM- 4:45PM (Standard Tour of Duty)

Pay Plan, Series and Grade: CS-2210-12

Promotional Potential: No known promotion potential.

Collective Bargaining Unit: This position is in a collective bargaining unit represented by AFSCME Council 20 Local 2743 and you may be required to pay an agency service fee though direct payroll deduction.

Position Designation: This position requires a Pre-Employment Criminal Background Check. The incumbent of this position will be subject to enhanced suitability screening pursuant to Chapter 4 of DC Personnel Regulations, **Suitability – Security Sensitive**.

Vaccination Requirement: The Government of the District of Columbia values the safety of our employees, our residents, and our visitors. In support of these values, if you are selected for this job, you must be fully vaccinated against COVID-19, which includes all eligible booster shots, except when vaccination is not medically advised or violates your sincerely held religious beliefs in violation of EEO laws. If you are invited to join our team, you must submit proof that you are fully vaccinated against COVID-19 to your initial HR representative, or you must request an exemption from your representative. New employees must either provide proof of vaccination or be granted a medical or religious exemption before working with the Government of the District of Columbia.

EEO Statement: The District of Columbia Government is an Equal Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.