



## TECHNICAL SERVICES SPECIALIST II/III

E&T/RA Divisions

Technical Services Specialist III | Grade 27 | \$54,839.11- \$91,478.05.\*

Technical Services Specialist II | Grade 29 | \$60,576.49 - \$101,048.68\*

**Close:** Open Until Filled

*\*One position is available; to be filled based on the candidate's qualifications.*

### **ONSITE POSITION**

**(NO TELEWORKING OR COMPRESSED SCHEDULE)**

### **RESPONSIBILITIES**

The **Technical Services Specialist** reports to the Director of the Engineering & Technology (E&T) Division and, under general supervision, provides a wide variety of high-level support services for the E&T and Regulatory Affairs (RA) Divisions. The TSS contributes to the daily operations of these Divisions by performing routine, specialized, and complex organizational, management system, and technical support functions. These include but are not limited to: Serving as an interface and communication liaison for the Divisions, supporting both Division's financial management and tracking of expenditures, participating in several committees and teams, serving in the role as the system administrator for several critical facility-wide management systems, responding to a variety of computing system Service Desk and audio/visual inquiries for the UOSA workforce, and serving in a general administrative role for both Divisions.

### **EXAMPLES OF WORK** (Illustrative Only)

#### **Technical Services Specialist II**

- Provides web development and publishing support to E&T Division staff.
- Oversees FIMS content management to ensure published content remains fresh and applicable.
- Assists Information Management Systems (IMS) with cyber security logistical tasks such as Virtual Private Network (VPN) training and RSA token management.
- Trains with IMS on the Cable Map Management Tool
- Works closely with Finance Division staff in setting up and tracking E&T and RA business units, accounts, expenditures, and purchase orders and checks invoices from various consultants for thoroughness and errors.
- Develops monthly financial reports for the E&T and RA business units and accounts, high dollar work orders and projects managed by E&T staff; and Purchase Orders managed by the RA staff.
- Tracks and maintains a work breakdown structure and schedule as needed pertaining to the various projects identified by the division and section staff. Maintains weekly task tracking spreadsheets for the Engineering Group, or otherwise as assigned.
- Creates various reports and provides updates to the section managers and/or Directors of E&T and RA on the status of the various projects.

#### **Technical Services Specialist III**

- Responds to a variety of technically oriented inquiries regarding office applications, printers, copiers, scanners, network connections, FIMS, UOSA's core function software (JD Edwards EnterpriseOne or JDE) and audio-visual systems originating from the entire UOSA workforce.
- As current level of training allows, provides web development and publishing support to E&T Division staff.
- Assists with FIMS content management to ensure published content remains fresh and applicable.
- Assists Information Management Systems (IMS) with cyber security logistical tasks such as Virtual Private Network (VPN) training and RSA token management.



- Works closely with Finance Division staff in setting up and tracking E&T and RA business units, accounts, expenditures, and purchase orders and checks invoices from various consultants for thoroughness and errors.
- Develops monthly financial reports for the E&T and RA business units and accounts, high dollar work orders and projects managed by E&T staff; and Purchase Orders managed by the RA staff.
- Serves as Division Card Coordinator for the UOSA PCard program, reviews all E&T and RA.

## **REQUIREMENTS**

- **Technical Services Specialist II:**
  - Bachelor's Degree or Career-Ladder progression from Technical Services Specialist III is required. Demonstrated functional knowledge of Microsoft Office applications (Word, Excel, and PowerPoint) is mandatory. Demonstrated experience with IT equipment, audio visual equipment, and technical customer support is required.
- **Technical Services Specialist III:**
  - Completion of an Associate's Degree and demonstrated functional knowledge of Microsoft Office applications (Word, Excel, and PowerPoint) are mandatory. Any combination of education, experience and training coupled with the Associate's Degree that provides the required knowledge, skills and abilities will be considered. Bachelor's Degree is preferred.
- Proficient experience working with Microsoft Windows operating system, Microsoft Office software applications, computer hardware, audio/visual equipment, and operation of various pieces of office equipment (printers, copiers, fax machines, etc.).
- Must be able to work onsite Monday-Friday during normal business hours.
- Must be able to handle the physical requirements of the position to include extensive walking, bending, stooping, climbing of stairs and ladders, and lifting/carrying up to 30 pounds.
- Possession of a vehicle operator's license valid in the Commonwealth of Virginia is required.

*The vacancy notice does not imply that these are the only duties, including essential duties, to be performed in the position. Please request a full job description from the HR Department via email at [good.jobs@uosa.org](mailto:good.jobs@uosa.org).*

*\*DOE-Starting salary will be between minimum and midpoint in the range.*

**All employment offers are contingent upon the successful completion of a pre-employment drug and alcohol screening, physical exam, and background check paid for by UOSA.**

In order to be fully considered for the position, all applicants must submit a complete online application along with an updated resume via the UOSA website: [Uosa.org/Careers](http://Uosa.org/Careers) > **Candidate Profile**.

Once logged into your profile, click on **Find Jobs** in the upper left-hand corner of the screen, followed by **Search for Jobs**. Review the vacancy and apply for the position.