

Attachment AA

OFFICE OF THE CHIEF TECHNOLOGY OFFICER TIER II LEAD IT ServUS TECHNICIAN

STATEMENT OF WORK

C.1 SCOPE:

OCTO also requires a Tier 2 Lead to support the day-to-day projects and sub-projects within the overall IT ServUs program strategy. The Tier 2 Lead must have high level project management experience in a Help Desk environment, including system integration and application development environment. The Tier 2 Lead functions under the Help Desk Director and is responsible for assisting with the creation of call management statistics and reporting, call management process flows and knowledge management. The Tier 2 Lead works with individual Project Managers in planning and supporting overall project implementations.

The Tier 2 Lead person serving under this contract will be expected to be highly skilled professional capable of working collaboratively within an integrated team with limited supervision to achieve the stated tasks and goals of the program or specific sub-projects. The Tier 2 Lead person must have experience in working in a disciplined Managed Services environment.

C.2 BACKGROUND

The Office of the Chief Technology Officer (OCTO) of the Government of the District of Columbia, in collaboration with related agencies of the District government, has embarked on an ambitious program to provide a “One stop shopping” for all desktop and desktop infrastructure needs. IT ServUs is the District’s Managed Services offering.

The program provides:

- User Support
- Infrastructure Management
- Hardware
- Software

This initiative will encompass, but not be limited to, seat management, business process engineering, desktop support, custom applications support, and Enterprise applications support, for the District agencies.

This effort will be accomplished through a series of inter-related information technology (IT) projects that will be managed, and/or coordinated within OCTO.

C.3 REQUIREMENTS

The Support Technician/Tier 2 Lead shall provide the following:

Supports and works as part of the IT ServUs team to assure business outcomes and business goals are defined and met.

1. Work independently within established policies and procedures for day-to-day activities, special requests and “fires.”
2. Serves as a technical liaison with industry, community groups, and/or governmental agencies.
3. Identifies and report areas of concern for risk analyzes and impacts.
4. Communicate problem resolution and additional information to Operations group managers and support teams.
5. Assures good working relationships and high levels of communication among the Help Desk team and project teams as needed.
6. Communicate technical and business problems in a non-technical manner, to customer with varying levels of technical expertise.
7. Lead and manage special projects for various supported agencies.
8. Participate in team projects to enhance the quality and efficiency of the IT Managed Services.
9. Act as escalation point for other IT groups; City Wide Messaging, Server Ops, CWITS, and WAN engineers.
10. Verify the technical information that the assessment team creates for new agencies on boarding.
11. Consolidate the assessment documentation into helpdesk reference guides.
12. Update all technical documentation that has been established for Tier 2 and Tier 3 (site locations list, agency network info, agency username and passwords, agency supported services).
13. Create instruction manuals for software/hardware installs, network/exchange account creations, and others as required for all agencies under IT ServUs.
14. Assist with establishing a knowledge base for all Tiers.
15. Perform Tier 3 support for one or multiple systems and releases of varying levels of complexity (ranging from medium to urgent).
16. Analyze and formulate technical solutions for all Tiers
17. Visit off-site locations to verify all connectivity (new accounts, verify trusts, connectivity to HD Server).
18. Automate install processes to accelerate the resolution time for tickets.
19. Assist Tier 2 personnel with handling escalated calls from Tier 1 help desk which involve more complex user provisioning, client-server application, and advanced software troubleshooting.
20. Maintain inventory of all computer equipment.