MEMORANDUM: Human Resources/Vacancy #30  DATE: August 23, 2021

TO: ALL EMPLOYEES
   National Headquarters and District Offices

FROM: Everett B. Kelley  
   National President

SUBJECT: Vacancy Announcement – Help Desk Analyst II, G 8/9, Information Technology Services Department

A vacancy exists for the position of Help Desk Analyst II, G 8/9, Information Technology Services Department, effective immediately.

Selection to fill the vacancy will be made according to the AFGE/OPEIU #2 Contract and the National Executive Council's policy on hiring.

Official Station: National Office

The attached position description outlines the duties, qualifications, and responsibilities of the position.

All interested applicants must submit resume to: jobs@afge.org, Attention: Vacancy Announcement #30 to the Human Resources Department. Expressions of interest from (internal candidates) must be received by the close of business on Tuesday, August 31, 2021.

cc: National Executive Council
    Finance Department
    Chief Steward, OPEIU

FOR BULLETIN BOARD POSTINGS:
NOT TO BE REMOVED
(ADDITIONAL COPIES OF THIS POSTING MAY BE OBTAINED FROM AFGE CAREER WEBSITE)
I. INTRODUCTION AND POSITION SUMMARY

The AFGE Information Technology Services Department handles the operation and development of Federation information systems infrastructure, the support of its users, and business processes. The department is an integrated team consisting of operations, development, and information security members.

The position herein described is strongly involved in AFGE’s helpdesk operations, information technology applications, infrastructure, and networks. Primary responsibilities include training, assisting end-users to make sense of technology and all its offerings, service engineering, and maintaining service availability.

MAJOR DUTIES AND RESPONSIBILITIES

II. DUTIES AND RESPONSIBILITIES

Major duties and responsibilities of this position include:

Help Desk and Customer Service Support
- Respond in a timely and courteous manner to trouble tickets received on the Help Desk.
- Responsible for user support and maintenance of AFGE's client-side assets.
- Prepare business correspondence using appropriate English grammar.
- Creates and maintains prescribed knowledge base articles/documentation on the enterprise networks, infrastructure, and IT policies and procedures of AFGE.
- Have a clear understanding and importance of customer service support as it relates to high efficiency and productivity.
- Maintains a positive, friendly demeanor with customers and co-workers.
- Other IT and general office duties, as assigned.

Infrastructure, Service and Network Support
- Respond promptly to alerts and problems impacting service availability.
- Coordinates effectively with other staff, AFGE contractors, and service providers to ensure optimal service operations.
- Maintain service infrastructure and networks for AFGE, on-site and remotely.
• Effectively troubleshoots servers, workstations, laptops, firewalls, and other infrastructure.
• Participates in projects and upgrades during and occasionally outside of business hours.

Training Assistance
• Develops training materials and provide training to assist members/staff using any software product, applications, and sites.
• Train’s back-up personnel on all relevant procedures.
• Heavily foster an atmosphere of learning amongst team members and be a mentor.
• Inform team members in Information technology offerings and latest developments.
• Participate in training, conferences, and conventions as assigned.
• All other duties as assigned.

Due to the nature of this position, work may be occasionally required outside normal business hours for service-impacting projects and critical availability, security, and/or user-impacting issues.

III. WORK ENVIRONMENT

This job operates in a professional environment working to establish Federation and Departmental goals. The incumbent will routinely use standard office equipment such as computers, fax machines, scanners, and phones. Long hours are periodically required. The employee will periodically be required to do some lifting and/or move items over 10 pounds.

IV. CONTROLS OVER THE POSITION

This position receives direct supervision from the IT Operations Manager.

V. QUALIFICATIONS

Applicants for this position must have significant knowledge of technology practices and procedures, a clear understanding of Information technology systems, services, networks, and associated operating environments.

Four years college course leading to a bachelor’s degree, three years specialized applicable experience, or an equivalent combination of education and experience.

Minimum of Microsoft Certified Information Technology Professional (MCITP) or similar certification required. Certification must be active and maintained throughout employment.

Ability to communicate clearly and professionally, both verbally and in writing, to customers and co-workers.

Working knowledge and experience with common enterprise services, including Active Directory, file sharing, messaging, desktop management, client/server applications, data management, Amazon Web Services, and databases

Must stay current with modern information services technologies, practices, and concepts.
throughout employment.

Must be able to lift 50 pounds.

Must be available and respond to work evenings and/or weekends when workloads dictate.

Contributes to maintaining the integrity of the organization; Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Candidate should be a self-motivated, independent, detail oriented, responsible team-player and exhibit exceptional customer relationship management skills and must be sociable.

Must have an interest and loyalty to the American labor movement.

VI. STATEMENT OF DIFFERENCES

G8- Candidate has four years’ college course leading to a bachelor’s degree, three years specialized applicable experience, or an equivalent combination of education and experience.

G9- Candidate has four years’ college course leading to a bachelor’s degree and three years specialized applicable experience, or equivalent combination of education, IT certifications and experience.

VII. EEO STATEMENT

AFGE provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetic information, pregnancy, marital status, sexual orientation, personal appearance, gender identity and/or gender expression. In addition to federal law requirements, AFGE complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. The policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.