

Title: OH City of Columbus DoT Service Desk 3 **Region:** State of Ohio
Req ID: 361382

Details

Requisition Details

Req. Class: SDV1 : SD3 : A1 : Core **Region:** State of Ohio
Title: OH City of Columbus DoT Service Desk 3
Req. Status: Draft
No. of Openings: 2 **No. Filled:** 0
Start Date: 06/09/14 **End Date:** 06/08/15
No New Submittals After: **Maximum Duration for this Requisition Class:** 1 Years
Market Solicitation: Entire Network
Selected Vendor/Resource:
Worksite Address: 910 Dublin Road, Columbus, O
Agency Interview Type: In Person Only
Expenses Allowed: No
Account Manager: Lori Hubbard
SLA Exempt: No1
Priority: Normal
Release and Permit Nbr (if available):
Work Hours: M-F 8a-5p

Rate Information

Bill Range:
Bill Rate Low: \$ 0.00 USD Per Hour
Bill Rate High: \$ 0.00 USD Per Hour
Do Not Allow Submission Above Maximum Rate:
Hourly High Bill Rate: \$ 33.24 USD

Current Budget:

Rate		# of Openings		Work Hours/Units per Week		Duration (Weeks)		Estimated Budget	Estimate Hours
\$33.24 USD	x	2	x	40	x	52.1429	=	\$138658.40 USD	4171.44

	total	\$138658.40 USD	4171.44

Requisition Description

Engagement Type: Contract

Short Description: The City of Columbus Department of Technology requires staff augmentation services to assist in end user support at the Department of Public Utilities. Service is needed for up to one year.

Complete Description: There are TWO positions! Travel within the City of Columbus will be required. The worksite address is the Department of Public Utilities. WORK REQUIRED: 1.) Responds to technology service desk trouble tickets to resolve most complex and advanced end user or systemic problems with hardware, software, and peripherals through on-site or remote simulation and/or re-creation of the user's problem; responds to customer inquiries or determines appropriate resolution path; 2.) Leads the deployment of computer hardware and/or software for specialized, departmental, enterprise, or citywide systems and may involve creating standard disk images, desktop operating system standards, or desktop operating system updates for deployment on citywide basis; 3.) Assists in the implementation and maintenance of the enterprise network system including WAN, LAN, Internet, Intranet and other data/telecommunications networks; 4.) Troubleshoots, analyzes and resolves server and/or network problems using available technology; 5.) Evaluates requirements and components of systems, networks and software products for applicability, adaptation and makes recommendations to management staff; tests new desktop solutions (e.g., hardware, software) prior to implementation; 6.) Analyzes and evaluates the performance of systems' resources including the network operating system, physical LAN/WAN, servers, or applications performance; 7.) Optimizes and tunes various operating systems to resolve performance issues; 8.) Evaluates and tests network accessibility to diagnose user issues; corrects problem or refers to an appropriate resolution path; 9.) Provides planning and support for enterprise installations as required; develops documentation and design specifications to support current and planned server and network equipment configurations; 10.) Performs duties for projects requiring evaluation and/or implementation of information technology such as standard software suite upgrades, relocation and installation of equipment to new and existing City facilities, and implementation of new citywide computer and peripheral standards; contacts third party vendors for resolutions and workarounds regarding technical issues with hardware or software; 11.) Provides support for the City's various business application systems; 12.) Stays abreast of new technologies and industry standards; MINIMUM QUALIFICATIONS Possession of an associate's degree with significant coursework (16 semester hours or 24 quarter hours) in computer science, computer information systems, computer programming, systems analysis, or closely related field and three (3) years of experience providing technical hardware/software support for desktop systems and applications. Substitution(s): Possession of a bachelor's degree in information systems or closely related technical field may be substituted for the required education and two (2) years of experience. Two (2) additional years of experience providing technical hardware/software support for desktop systems and applications may be substituted for the associate's degree. Possession of a valid motor vehicle operator's license. KNOWLEDGE, SKILLS AND ABILITIES Considerable knowledge of the methods and applications of data/telecommunications systems; considerable knowledge of contemporary computer languages; general knowledge of servers and/or network structures of large computer systems; general knowledge of research and problem-solving techniques; general knowledge of hardware configuration and design, general knowledge of routers, switches hubs; knowledge of data security management and security design; knowledge of communication protocols, routing protocols, bridging, switching, gateways and high speed remote site links, knowledge of LAN/WAN, TCP/IP, IPX/SPX, Internet and Intranet; knowledge of documentation and report writing procedures; ability to analyze complex computer systems or networks, identify problems and develop effective solutions; ability to communicate technical terms at a level appropriate to the audience; ability to maintain good working relationships with business representatives, coworkers, other city

employees.

Contact Information

Client Contact:	Wildes, Lori	Req. Owner:	Freeman, Mark
		Reports To:	Freeman, Mark

Client Information

Work Location:	State of Ohio	Cost Center:	City of Columbus Department of Technology
		Project:	Staff Augmentation for DPU

Required/Desired Skills**Required /Desired**

Skill	Required /Desired	Amount	of Experience
all roles and responsibilities as defined in the SD1 plus the following	Required	3	Years
A+ certification preferred	Highly desired	3	Years
Experience in deployment of computer hardware/software for systems	Required	3	Years
Experience with LAN, WAN, TCP/IP, IPX/SPX, internet and intranet	Required	3	Years
Experience with servers and /or network structures of large computer systems	Required	3	Years
Experience creating standard disk images, desktop operating system standards, desktop operating system updates for deployment	Required	3	Years
Experience with hardware configuration and design	Required	3	Years
Experience with routers, switch hubs, communication protocols, bridging,gateways, and high speed remote site links	Required	3	Years
Experience in resolution of trouble tickets of complex and advanced end user or systemic problems with hardware, software and peripherals	Required	3	Years
Experience with remote simulation and or re-creation of user's problem	Required	3	Years
Experience with data security management and security design	Required	3	Years
Experience optimizing and tuning various operating systems to resolve performance issues	Required	3	Years
Associate's degree in computer science, computer information systems, computer programming	Required	2	Years

or closely related field

Valid motor vehicle operator license Required

Excellent interpersonal skills, and communication Required

Questions

	Description
Question 1	The vendor rate is \$ 30.87

Compliance

Distribution

Vendor Restrictions

Restriction Type: None

Starting Tier and Auto Change Settings

Contract Tier: Tier 2 Auto Change: Yes

Reference

Approval/History

Change Tracking

Created By User: Lori Wildes Created Date: 03/25/14 07:09 pm

Last Change User: Lori Wildes Last Change Date: 03/25/14 07:12 pm