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<b>Job ID</b>	18884	<b>Full/Part Time</b>	Full-Time
<b>Location</b>	Reeves Center	<b>Regular/Temp...</b>	Regular
<b>Date Opened</b>	09/16/2022	<b>Date Closed</b>	09/30/2022
<b>Area of Consideration</b>	Open to Public	<b>Agency</b>	LQ
<b>Grade</b>	13		Alcoholic Beverage Reg Admin
<b>Type of Appointment</b>	Career Service - Reg Appt	<b>Department</b>	LQ10000000
<b>Minimum Rate</b>	\$98,176.00		Alcohol & Beverage Cntrl Adm
<b>Target Openings</b>	1	<b>Bargaining Unit</b>	1_2
		<b>Maximum Rate</b>	\$126,508.00
		<b>Available Openings</b>	1

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## General Job Information

### Job Summary

This position located in the Alcoholic Beverage Regulation Administration (ABRA), Office of Internal Affairs. ABRA was established under Title 25, Chapter 2, and Section 25-202 as an independent agency of the District of Columbia to provide professional, technical, and administrative staff assistance to the Board in the performance of its functions.

The incumbent serves as an Information Technology Specialist and is responsible for providing substantive support to the design, ongoing development and seamless implementation of ABRA's designated office network systems configuration, and database application that support ABRA information systems such as Salesforce and Microsoft Dynamix and iNovah; launching customer user accounts, online license application submission, online payments, online statements and reports submission, violation issuance, and records management; identifies current and future needs; and to support other information systems resources throughout ABRA linked by means of networks and services.

### Duties and Responsibilities

Collaborate with stakeholders throughout the organization to proactively identify the needs within the Customer Relationship Management System (CRM) and propose effective reporting services and solutions. Manages large, complex deployments, configurations, and expansion of the CRM through agency requirements. Ensures the CRM integrates with the existing infrastructure of the agency. Creates and provide communication plan with

project timeline and details for implantation steps through the enterprise. Works with other IT team members, consultants, and end users in coordinating and developing solutions within a CRM environment from concept through implementation and support.

Provides and sets direction for cost-effective solutions in the CRM area encompassing business applications; application support; process improvement; and functional business analysis. Creates functional dashboards that are accurate and reliable. Ensure the information is readily available to users for direct consumption. Troubleshoots software and performance related issues with vendor and provide communication strategy. Creates functional dashboards that are reliable and accurate. Provides detail plans and communication to educate and train users on daily CRM operations. Produces high-quality system documentation and facilitate project delivery within a specified timeline. Creates, installs, and tests new functionality in the CRM system.

### **Qualifications and Education**

Applicant must possess a High School Diploma. A Bachelor's Degree from an accredited college or university in Computer Science, information science, information systems management, or a related field plus five (5) years of IT experience is preferred. OR an equivalent combination of education and experience.

This position requires applicants at least one (1) year of specialized experience equivalent to the CS-12 grade level in the District of Columbia government service, or equivalent public or private sector. Specialized experience is experience which is in or directly related to the line of work of the position and has equipped the applicant with the particular knowledge, skills, and abilities to successfully perform the duties of the position.

### **License and Certification**

None

### **Work Environment**

The work is generally performed in an office setting or computer laboratory.

Physical Demands: The work is primarily sedentary; however, the incumbent may be required to travel throughout ABRA's office to monitor, install, configure, and diagnose the network. Position requires long periods of bending and standing. Also, may be required to lift or carry light items such as papers, books, small IT parts or relocate computers, monitors, terminals, printers, and other related equipment weighing up to 30 pounds.

### **OTHER SIGNIFICANT FACTS**

**Tour of Duty:** Monday – Friday 8:30 AM to 5:00 PM (Standard Tour)

**Pay Plan, Series and Grade:** CS-2210-13

**Promotional Potential:** There is no known promotional potential.

**Duration of Appointment:** This is a Career Service (CS) Appointment with a probationary period.

**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 through 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 the DC personnel Regulations, Suitability – **Security Sensitive**.

The incumbent is available to work on short notice and extended hours to restore damaged or malfunctioning systems, and under any and all emergency conditions.

This position is designated as Emergency pursuant to Chapter 12 of the D.C. personnel regulations, Hours of Work, Legal Holidays, and Leave.

**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.