



# SENIOR ENVIRONMENTAL EMPLOYMENT (SEE) OPEN POSITION

**Washington, DC**

**SSAI-OAR-0078**

## **Help Desk Administrator**

Senior Service America, Inc. is recruiting for a Help Desk Administrator position within the Senior Environmental Employment (SEE) Program that provides support to the United States Environmental Protection Agency (EPA) in Washington, DC.

### **Role and Responsibilities:**

- Provides tier 2 technical supports end users and staff:
  - Managing and maintaining SharePoint Tier 2 Help Desk ticket system, conducting system analysis and making improvements as needed.
  - Monitoring general email box(es) for intakes
  - Reviewing/assessing incident tickets and determining appropriate assignments to Subject Matter Experts (SME)
  - Producing standard and ad hoc reports to managers and/or team leaders using EPA Business Objects Reporting and Datamart
  - As appropriate, assist IASSC East with Tier 2 queries by researching information resources (IA policies and procedures) and/or using standard FAQ response matrices
- Assist GIAMD/FISB staff with monitoring and closeout of grants, fellowships and interagency agreements by:
  - Contacting EPA project officers to initiate closeout procedures
  - Contacting OCFO/CFC/LVFC and/or querying the Compass Data Warehouse (CDW) for closeout balances
  - Preparing EPA closeout notification emails/letters and transmitting to other agencies
  - Scanning and tracking certified mailing of 90-day de-obligation closeout actions
  - Maintain central file for closeout/monitoring projects
  - Entering closeout data in Integrated Grants Management System (IGMS) and/or Interagency Document Online Tracking System (IDOTS) as appropriate
  - Preparing closed files for transfer to Record Retention Center in accordance with Federal Records Schedules
  - Reviewing files for baseline post-award monitoring and providing analysis/recommendations to Grants/IA Specialists
  - Producing standard and ad hoc reports to managers and/or team leaders
- Support Interagency Agreement (IA) Specialists with receipt of countersigned IAs from partner agencies and conduct follow up as needed; entering signed acceptance/receipt data into IGMS/IDOTS; and scanning/emailing signed documents to Office of Chief Financial Officer.
- Other duties as assigned, including but not limited to:
  - Assisting with conference/meeting planning, material preparation and execution
  - File retrieval and tracking for special projects (such A-123 reviews and OIG audits)
  - As directed, answer telephones for staff during peak workload periods

**Qualifications and Education Requirements:**

Successful candidates must meet the age criteria of being 55 years of age or older and eligible to work in the United States; able to pass a Federal Background check; Bachelor's or Master's Degree in management/computer information systems, business intelligence, business administration, or similar field of study and/or specialized experience related to the work of this position that provides the specific knowledge, skills and abilities to successfully perform the duties of this position. Preferred experience includes working with federal assistance, contracts or interagency agreements SharePoint administration. Knowledge of MS SharePoint, relational database design and development, and Structured Query Language (SQL). Strong verbal and written communication skills. Ability to: Create and keep deadlines/goals; Troubleshoot problems and develop creative solutions; Research regulations, policies and procedures and clearly communicate information/concepts to general audience; Coordinate and execute events; Maintain an organized, clean and efficient workspace and filing systems.

**Hours & Compensation:** Full-Time position working 40 hours per week @ \$27,560 per year (\$13.25 per hour), plus benefits including paid health insurance and generous vacation/ sick/holiday leave.

**To Apply:** E-mail resume to: [seep\\_resumesmd@ssa-i.org](mailto:seep_resumesmd@ssa-i.org). Subject Line of email: Please type *Help Desk Administrator*.