

**INFORMATION TECHNOLOGY SPECIALIST (LIMS)
CS-2210-12**

INTRODUCTION

This position is located in the Department of Forensic Sciences (DFS). The mission of the DFS is to provide high-quality, timely, accurate, and reliable forensic science services using best practices and best available technology, focusing on unbiased science and transparency, to enhance public safety and health.

DFS is a data-driven agency with multiple data systems that are leveraged for accurate reporting and management processes, which requires IT staff for all aspects of developing, implementing, and managing technology initiatives. The incumbent, as part of the IT department, helps promote innovations and improvements to all aspects of technology to enhance the effectiveness of DFS processes and to position DFS as a national leader in technology.

MAJOR DUTIES

Coordinates the process for executing, testing, and maintaining software and hardware for the Laboratory Information Management System (LIMS) and assists with training Lab Managers and scientists in the use of the system. Takes initiative in monitoring project activities, builds contingency plans, executes corrective actions (troubleshooting), monitors issue resolution and performs and/or facilitates configuration changes to the LIMS software application. Work in collaboration with vendor SME's and the implementation Program Manager ensuring the successful initial system implementation.

Provides advice and serves as liaison with DFS units Forensic Biology Unit, Firearms and Tool Mark Examination Unit, Latent Fingerprint Unit, Materials Science Unit, as well as the Evidence Intake and Crime Scene Sciences.

Coordinates the needs of functional users/units and gathers specific information from the users to develop system designs for implementation and/or make changes for new reporting systems or enhancements. Assists in populating application configuration and data tables, including migration of some historical data; and in testing, quality assurance, and updating LIMS software products, new releases, fixes, and maintenance; and documents, and converts user requirement specifications to a detail design specification, and writing configuration Test Plans and summary reports.

Effectively evaluates project activities, assists with building contingency plans, executes corrective action, and monitors and issues resolutions; and performs and/or facilitates configuration changes to the LIMS software application. Uses workload tracking to reduce turnaround time & case backlogs; determines and ensures that high priority work is never missed. Leverages and integrates evidence tracking, analytical results and lab management information to maintain a clear view of each lab and every case in it; and makes custom workflows for each discipline within the laboratories.

Monitors system background processes on multiple LIMS platforms, tests batch templates; participates in testing to validate newly established or updated instrument interface or assay addition, testing and implementation of instrument interfaces; and assists with all aspects of laboratory instrument set-up, maintenance, and troubleshooting. Provides daily support for LIMS users and ensures that project team members complete tasks and deliverables on time. Controls, audits & reports on all user access to forensic information.

Assists in writing technical Standard Operating Procedures (SOP's) and work instructions as required by the laboratories and users and provides daily support.

Translates DFS requirements to create software components to meet the business needs of the laboratory systems.

May be required to LIMS Administrator and other LIMS-related functions and receives internal user requests (helpdesk calls) and determines validity of requests and best way to accomplish resolution.

Understands the needs of the operation processes and proactively suggests solutions, gains support and implements the solutions.

Prepares test scripts and test software components against business requirements and troubleshoots and resolves problems in the laboratory system as they occur.

Performs other related duties and assigned.

KNOWLEDGE REQUIRED BY THE POSITION

Comprehensive knowledge of, and skill in applying, business process engineering concepts and methods sufficient to lead/conduct studies designed to identify potential improvements in the way information technology is applied to key functions of Laboratory Information Management Systems (LIMS) software; and thorough knowledge of computer validation methodologies, principles and software development life cycles.

Advanced skill in applying systems analysis principles and techniques; process engineering concepts; and new IT technologies, assess new systems design methodologies to improve software quality; effectively measure software development risk; present recommendations, and to implement new methodologies.

Advanced knowledge of, and skill in applying IT/LIMS interrelated technical methods, concepts, principles, and practices, and skill in applying a wide variety of applications; and characteristics of equipment and programming to analyze, diagnose and resolve operating problems.

Ability and skill in applying IT architecture principles, concepts, requirement analysis, system design, database methods and techniques, and data driven reporting tools is required.

Ability and skill in documenting the physical configuration of the LIMS information system; optimize the functionality of networks and systems; and diagnose and recover failed systems/data.

Advanced knowledge of, and skill in applying a variety of applications associated with LIMS, operating systems and equipment as well as the methods and practices of testing, troubleshooting, recovering, adjusting, modifying, and improving IT systems.

Ability to interface with users, customers, developers, and subject matter experts; and provide technical input to decision makers to develop Enterprise level concepts for large software information systems; and ability to train end-users including sharing best practices and strong ability to facilitate discussions and negotiate mutually beneficial solutions when required.

Comprehensive knowledge of methods and techniques leading or supporting projects and programs; and knowledge of designing developing, deploying, and managing enterprise level relational database software. Demonstrated experience in software evaluation techniques and the applicability of applications to specific problem domains are required; and the demonstrated ability to work in a team environment.

Skill and ability to develop requirements and specifications for systems to meet agency requirements.

Excellent communication skills both orally and in writing with users; and skill in articulating concerns and positions on sensitive and complex issues.

Comprehensive knowledge of Microsoft SQL Server (Stored procedures, functions, triggers materialized views etc.), Enterprise level reporting tools, and project management software is required. Project Management experience is required.

Knowledge of and experience in developing Web enabled applications is highly desired.

SUPERVISORY CONTROLS

Works under the supervision of the Deputy Director, Information Technology, who outlines the objectives and available resources and receives technical subject matter direction from laboratory managers and/or supervisors. The incumbent, as part of the DFS IT staff, plans and carries out assignments and analyzes and troubleshoots by determining the most appropriate methods/principles to apply in all phases, including the approach to take. The incumbent interprets policies and procedures to ensure that the LIMS is operating appropriately and applies new methods to traditional operations and to resolve complex issues and problems and resolves most conflicts. The incumbent and supervisor, in consultation, discuss timeframes, and scope of assignments along with subject matter experts. Keeps the supervisor and users apprised of potential problems or critical situations.

Assignments are reviewed for soundness of overall approach, effectiveness in meeting requirements and producing expected results, the feasibility of recommendations, and adherence to requirements.

GUIDELINES

Guidelines consist of manufacturer/vendor manuals for laboratory information management systems (LIMS) software, Industry standard Program Management processes, laboratory

protocol, departmental policies, administrative issuances, regulations, procedures, existing and planned systems and vendor guidelines. Most of these guidelines are general in nature and specific guidelines are often not applicable to assignments, and have gaps that require the incumbent to interpret and/or adapt or develop internal guidelines.

Judgment and initiative is required when deviating from established processes in order to modify, adapt and develop new methods and/or criteria when necessary and/or to research and propose new policies.

COMPLEXITY

Work consists of developing and maintaining the systems design methods for LIMS by identifying and evaluating highly effective systems design methodologies and best industry practices. Develops, monitors the system, and evaluates test results; and identifies the most advantageous methods that will result in accurate reporting and tracking systems.

Judgment and ingenuity is exercised to implement and standardized methods throughout the department.

SCOPE AND EFFECT

The work requires monitoring performance data and modifying systems tuning parameters to optimize overall systems performance and correct and prevent problems with the systems environment; and interprets and evaluates performance data.

Determines the most effective approaches for optimizing software performance and analyzes performance data and operating conditions to in order to troubleshoot and correct problems; and anticipate future problems.

The work impacts DFS scientific users, which requires ensuring that the system is able to provide a wide range of services that are vital to accomplishing the required core mission requirements for laboratory reporting and tracking samples and evidence and storing and retrieving data as well as improving systems design and implementation of new development processes.

PERSONAL CONTACTS

Contacts are with laboratory managers and scientists, IT Specialists, other department users, consultants, contractors, vendors, and representatives of other D.C. government agencies.

PURPOSE OF CONTACTS

The purpose is to plan, coordinate, and execute efforts, resolve problems and to persuade or influence users who are working toward mutual goals and to accept and implement findings and recommendations; and must be skillful in gaining acceptance and support from all stakeholders by utilizing persuasion.

PHYSICAL DEMANDS

The work is sedentary; however, there may long periods of standing and carrying light-weight materials, e.g., binders, reports, manuals/books, etc.

WORK ENVIRONMENTS:

The work is performed in an office setting or computer lab; however, incumbent may be required to collaborate with users in the laboratory.

OTHER SIGNIFICANT FACTS

Work experience with Forensic Laboratories and with Laboratory Information Management Systems in a Forensic setting is preferred.

Completion of a four (4) year course of study leading to a bachelor's degree with a major in any field, which includes or is supplemented by at least 24 semester hours in any combination of the following fields: business administration, science, or Information Technology.

Must have at least one (1) year of specialized experience equivalent to the grade 11 level.

SPECIAL REQUIREMENTS

This position's duty station will be housed within the Consolidated Forensic Laboratory (CFL) which is a protection-sensitive facility. As such, incumbents of this position shall be subject to criminal background checks, background investigations, and mandatory drug and alcohol testing, as applicable. Also incumbent is required to submit a buccal swab as a DNA reference sample for the purposes of internal Quality Control.