

# Job Description



<b>Job Title:</b>	<b>Service Desk Analyst (IMC00141)</b>		
<b>Location:</b>	Arlington, VA	<b>Travel Required:</b>	Minimal
<b>Level/Salary Range:</b>	Dependent on qualifications	<b>Position Type:</b>	Full-Time
<b>Date Posted:</b>	1/23/2020	<b>Posting Expires:</b>	When Filled
<b>Mandatory Job Requirements:</b>	<ul style="list-style-type: none"><li>• Certifications: CompTIA Security + ce</li><li>• <b>Please note that pursuant to a government contract, this specific position requires U.S. Citizenship</b></li><li>• <b>All applicants must have current DoD Secret clearance eligibility day one and prior to entry on duty with the ability to pass an SSBI background investigation to up-scope their clearance to Top Secret/SCI</b></li></ul>		
<b>Applications Accepted By:</b>			
E-mail: Michelle Might, Corporate Recruiter, <a href="mailto:michelle.might@imcva.com">michelle.might@imcva.com</a> Email Subject Line: Service Desk Analyst – ARNG NCR DOIM			
<b>Job Summary</b>			

IMC is supporting the Department of Defense (DoD) in Arlington, VA, on a five-year contract. The service desk analyst/call center, where line analysis and troubleshooting for application specific issues are reported for highly visible and high-profile government contract.

## Responsibilities:

- Troubleshoot and resolve Tier I and II incidents to include: system inquiries, requests, incidents, software installation, printer support, hardware support (desktop, laptop, peripheral).
- Perform in-person customer service and phone support service to 4,000 end-user community.
- Perform trouble ticket action to include updates with quality notes, customer communication, and resolution within established service level agreements.
- Provide VIP support and communication regarding status of incident troubleshooting and resolution.
- Efficiently handle high volume ticket queue by supporting 50 – 100 tickets daily.
- Actively participate in all meetings such as, but not limited to weekly staff meetings, weekly training, Weekly Ticket Tag-Up, etc.
- Preparing accurate documentation to support and maintain a working knowledge base of service desk processes including pertinent guidelines, regulations, compliance issues, and documentation requirements as well as reference only application reference guides.
- Document, maintain, and store specific information, including as-built diagrams and SOPs/Job Aides.
- Support focus teams or specialized projects to promote rapid improvement turnaround.
- Maintains a professional and pleasant manner using proper customer service skills via (telephone and/or email).
- Operate a 24x7x365 Service Desk.

## Essential Functions

- Ability to support a fast-paced and ITIL transitional environment.



- Ability to demonstrate excellent communication skills, both verbal and written to support incoming customer support calls and emails.
- Analytically inclined with attention to detail and accuracy and consistent follow-through to assure problems are resolved with the ability to respond to last minute requests.
- Ability to identify and articulate key information in an efficient and timely manner.
- Ability to exercise discretion and independent judgment when handling situational occurrences.
- Analyzes and recommends alternative solutions to meet customer needs.
- Builds credibility and trust with customers.
- Identifies areas of opportunity to improve customer satisfaction.
- Must have excellent multi-tasking and time management skills.
- Supports the team process and participates on cross-functional teams.
- Responsible for handling after-hours on call support (when necessary).

**Basic Required Qualifications:**

- Required Education High school diploma
- Minimum of three years' service desk experience with proven experience in ongoing support of client specific application systems
- CompTIA Security + ce or another DoD 8570 IAT II Certification
- **Please note that pursuant to a government contract, this specific position requires U.S. Citizenship.**
- **All applicants must have current DoD Secret clearance eligibility day one and prior to entry on duty with the ability to pass an SSBI background investigation to up-scope their clearance to Top Secret/SCI**

**Desired Qualifications:**

- ITIL v3 Foundation Certification
- HDI Certification
- Top Secret/SCI clearance
- Experience using BMC Remedy ticketing software
- Experience supporting intermediate level Microsoft Office core applications, Microsoft Internet Explorer, Microsoft SharePoint, Java and Acrobat Adobe
- Physical Requirements lifting and/or pulling up to 40lbs.; sitting, bending and standing
- The equipment used in this position includes but is not limited to; computers, servers, network devices
- Availability to travel if necessary

**Background Information:**

*Innovative Management Concepts, Inc. (IMC), a Service-Disabled, Veteran-Owned Small Business, provides a broad range of information technology services to government and commercial clients. Since its founding in 1989, IMC has offered solutions and expertise in: IT operations and maintenance, cyber security, systems and network engineering and support services, cloud/hosting services, software engineering and development, website services, software quality assurance and testing (including IV&V), and project management. IMC is certified in International Organization for Standardization (ISO) 9001:2015 Quality Management, ISO 27000:2013 Information Technology Security Management, and ISO 20000:2011 Information Technology Service Management. Find out more about IMC at [www.imcva.com](http://www.imcva.com).*

*We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other characteristic protected by law.*