

# Job Description



<b>Job Title:</b>	<b>Operations Manager (IMC0067)</b>		
<b>Location:</b>	Arlington VA	<b>Travel Required:</b>	Minimal
<b>Level/Salary Range:</b>	Based on experience	<b>Position Type:</b>	Full-Time
<b>Date Posted:</b>	31 May 2019	<b>Posting Expires:</b>	When Filled
<b>Mandatory Job Requirements:</b>	<ul style="list-style-type: none"> <li>• <b>Must have the following certifications: ITIL Intermediate, IAM Level III, and PMP.</b></li> <li>• <b>All applicants must be U.S. Citizens and have a current DoD Secret clearance eligibility, day one and prior to entry on duty.</b></li> </ul>		
<b>Applications Accepted By:</b>			
<b>E-mail:</b> Michelle Might, Corporate Recruiter, <a href="mailto:michelle.might@imcva.com">michelle.might@imcva.com</a> <b>Email Subject Line:</b> Operations Manager IMC0067 ARNG NCR DOIM			
<b>Job Description</b>			

In support of the Army National Guard (ARNG) National Capital Region (NCR) Director of Information Management (DOIM) contract, the operations manager will report to the project manager and provide onsite (Arlington, VA) support to the Army National Guard Information Operations Division. The operations manager will be responsible for all process and operational performance aspects for a team of 70+ on the DOIM contract. The operations manager’s role is to plan, organize, and manage staff and overall operations to ensure the stable operation of the organization’s IT infrastructure.

## Responsibilities:

- Implement policies and procedures regarding how problems are identified, received, documented, distributed, and corrected.
- Design and implement short-and long-term strategic plans to ensure infrastructure capacity meets existing and future requirements.
- Develop, implement, and maintain policies, procedures, and associated training plans for infrastructure administration and end-user support.
- Participate in the development of ITIL-based strategies in collaboration with the PMO team.
- Assist with the planning and deployment of infrastructure security measures.
- Establish and maintain regular written and in-person communications with the organization’s executives, decision-makers, stakeholders, department heads, and end users regarding pertinent infrastructure activities.
- Practice IT asset management, including maintenance of component inventory and related documentation.
- Provide guidance and direction to network administrators, network engineers, VTC technicians help desk technicians, cybersecurity analysts and end-user support representatives; conduct performance reviews and administer any required corrective actions.
- Ensure policies, procedures, and practices are documented.
- Ensure maximum issue resolutions in minimum time correlating to customer service level agreements (SLAs).



- Rely on extensive experience and judgment to plan and accomplish goals.
- Lead and direct the work of others including highly technical personnel.
- Invoke problem escalation procedures to coordinate recovery.
- Isolate problem trends and ensure that troubleshooting efforts are completed for recurring problems until permanent solutions are found.
- Ensure coordination among the team.
- Interface with NGB users of IT, employing a high degree of tact and diplomacy to promote a positive image of the department.
- Resolve problem situations in a professional manner.
- Accurately communicate pertinent information to create a work environment that lends itself to the best interests of departmental personnel and customer service.
- Manage multiple high priority initiatives in a fast paced highly technical environment.
- Manage the operational staff including consultation on performance evaluations and promotions

#### **Basic Required Qualifications and Skills:**

***Note: These are mandatory items that all candidates must have when making application to IMC for this position. Please ensure that your submission addresses each of these requirement items. Candidates without these required elements will not be considered.***

- **Must have the following certifications: ITIL Intermediate, IAM Level III, and PMP.**
- Extensive leadership experience with teams of similar size. Able to command the respect of strong-willed technical personnel.
- Experience supporting customers with classified and unclassified environments.
- Experience leading technical teams to resolve technical issues in classified and unclassified environments.
- 1-3 years of experience with ITIL processes and procedures and ensuring process improvement.
- Experience in overall customer/vendor management best practices.
- Proven capability to analyze trends and metrics, ensuring team adjustments to concur complex problems in a helpdesk environment, while maintaining a positive customer experience.
- Extensive background in motivating all helpdesk staff to complete their tasks within SLAs or above SLA standards.
- Experience establishing and meeting goals for service improvement, collection of metrics, and reporting – results oriented.
- Experience in managing Human Resource issues such as progressive discipline, performance improvement plans, annual performance reviews, etc.
- **All applicants must be U.S. Citizens and have a current DoD Secret clearance eligibility, day one and prior to entry on duty.**

#### **Desired Qualifications and Skills:**

It is desirable that the candidate has the following qualifications:

- Demonstrates experience with BMC Remedy 7.6 or 9.1.
- Proficiency in Microsoft Office products: Word, Excel, PowerPoint, SharePoint, Outlook, Visio.



- Experience working with SharePoint document libraries and lists.
- Excellent interpersonal skills with the ability to work as part of a team.
- Self-starting with strong attention to detail.
- Demonstrate excellent oral, written, and analytical communication skills.
- Strong analytical and problem-solving abilities.

**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. As a Service-Disabled Veteran-Owned Small Business, IMC places a special emphasis on recruiting and hiring veterans. Find out more about IMC at [www.imcva.com](http://www.imcva.com). **IMC is an Equal Opportunity Employer***