

Job Description



Job Title:	Senior ITIL Subject Matter Expert (IMC00156)		
Location:	Arlington, VA	Travel Required:	Minimal
Level/Salary Range:		Position Type:	Full-Time
Date Posted:	Feb. 2020	Posting Expires:	When filled
Mandatory Job Requirements:	<ul style="list-style-type: none"> • ITIL Expert or Master 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. 		
Applications Accepted By:			
E-mail: Michelle Might, Corporate Recruiter, michelle.might@imcva.com Email Subject Line: Senior ITIL SME – IMC00156			
Job Summary			

In support of the Army National Guard (ARNG) National Capital Region (NCR) Director of Information Management (DOIM) contract, this position will report to the Service Efficiency Manager (SEM) on-site (Arlington, VA). Working closely with the SEM, this position will be responsible for ITIL adoption and implementation across the ARNG NCR. The successful candidate will have extensive experience and a clear understanding of ITIL best practices and implementing them across an organization. The Senior ITIL Subject Matter Expert (SME) will provide and implement a service life-cycle approach to planning, designing, building, maintaining, and supporting ARNG NCR services; both customer-facing services, as well as IT supporting services. The ITIL SME will provide and implement ITIL best-practice processes; service strategy, service design, service transition, service operation, continual service improvement. The ITIL SME will assist in technology selection and integration providing best-practice approaches to identifying, selecting, and implementing service management tools and systems. The ITIL SME will provide guidance for the Service Desk as it is a critically important function for the first line of support for users of ARNG NCR IT services. The ITIL SME will plan and deploy a measurements framework, along with a continual improvement program.

Responsibilities:

The ITIL SME will:

- Report to the Service Efficiency Manager (SEM).
- Assist with design, development and adoption, of ITIL/ITSM best practices, processes and tools for ARNG NCR.
- Create a list of the processes and functions (ITIL Adoption Plan) that need to be implemented and start to implement them in sequence according to the ITIL Adoption Plan.
- Create a to-do list with the complete scope of the implementation (all processes, i.e., functions). Assign priority to each one. Consider carefully which ones can be combined and implemented together.

- Establish measurements and metrics to compare results of the ITIL adoption to assess Return on Investment (ROI) and Total Cost of Ownership (TCO) This includes develop, analyze, manage and publish KPIs/Metrics to be used to measure the effectiveness and efficiency of ITSM processes.
- Identify and utilize effective benchmarks to provide references against which Service management process performance can be effectively measured and evaluated.
- Evaluate processes to identify desired outcomes and process performance drivers.
- Employ a variety of CSI techniques including root cause analysis, pareto analysis, modeling, process reengineering workshops, to support efforts to analyze process performance and look for breakthrough improvements.
- Provide support and guidance to the technical teams as they implement service management policies.
- Understand advanced concepts and navigate the relationships between Processes, Process requirements, and business/IT management needs that are moderate to complex.
- Maintain standard operating procedures (SOP) and job aids, ensuring they are current and easily accessible.
- Assist service and process owners with the development of training articles for new or changed services and processes due to CSI efforts.

Essential Functions

- Determine appropriate standards to resolve all business process issues.
- Maintain efficient architecture as per organization priorities.
- Provide technical support to all ITIL process owners and performed audits on process.
- Coordinate with customers to develop ITIL process strategies for design.
- Develop ITIL framework in coordination with ARNG NCR staff members.
- Administer program management activities and design plan for risk management.
- Assist team members to improve quality of processes.
- Monitor mapping of customer business issues and developed appropriate solutions.
- Provide support to all programs and maintained competency of activities.
- Analyze and recommended improvements to all new systems and ITIL processes.
- Develop and documented various ITIL standards.
- Perform gap analysis on all present programs.
- Participate in various cross function architecture sessions.
- Demonstrate excellent communication skills, both verbal and written to support incoming customer support calls and emails
- Identify and articulate key information in an efficient and timely manner.
- Exercise discretion and independent judgment when handling situational occurrences
- Analyze and recommend alternative solutions to meet customer needs
- Identify areas of opportunity to improve customer satisfaction.
- Support the team process and participates on cross-functional teams

**Required Qualifications:**

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.

- Bachelor's or Master's degree
- Excellent understanding of ITIL lifecycles and processes
- Ability to coordinate with technical and non-technical audiences
- Ability to communicate with management
- Outstanding skills of ITIL adoption principles
- Ability to work within team environment
- Ability to design, author and implement services under the ITIL framework
- ITIL Expert or Master Certification v3 or v4
- Proficiency in Microsoft Office products: Word, Excel, PowerPoint, SharePoint, Outlook
- High degree of collaboration skills
- Strong analytical and problem-solving abilities
- Excellent in oral, written, and verbal communication skills
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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.

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