

Job Description



Job Title:	Service Asset and Configuration Management Analyst (IMC0050)		
Location:	Arlington, VA	Travel Required:	Minimal
Salary Range:	Dependent on experience	Position Type:	Full-Time
Date Posted:	4/16/19	Posting Expires:	When Filled
Mandatory Job Requirements:	ITIL Intermediate Certification or higher (v3 or v4) All applicants must be U.S. Citizens and have a 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: Service Asset and Configuration Management Analyst – ARNG NCR DOIM			
Job Summary			

In support of the Army National Guard (ARNG) National Capital Region (NCR) Directorate of Information Management (DOIM) contract, the candidate will report to the Service Efficiency Manager and provide onsite (Arlington, VA) support to the Army National Guard Information Operations Division (ARNG-IMO). The candidate must have at least two years of work experience in IT asset management and at least two (2) years of IT configuration management process ownership, while maintaining accountability and responsibility for the day to day tasks of Asset and Configuration processes. The candidate must have a strong understanding of the Information Technology Infrastructure Library (ITIL) framework and the Service Transition processes.

Responsibilities:

- Regularly evaluate the SACM process for improvement opportunities; paying particular attention to current process areas:
 - Management of the Configuration Management System (CMS)
 - Management and accountability of Government Furnished Equipment (GFE)
 - To include coordination with onsite PBO and a fundamental understanding of the current ARMY property accountability system Global Combat Support System (GCSS)
 - ITIL process interfaces (Change, Incident, Problem, etc.)
 - Overview of the Network Configurations Management (NCM) system
 - Current operational systems include SolarWinds and System Center Configuration Manager
- Periodically review process documentation and report content for improvement opportunities; these reviews should focus on the following:
 - Ensuring relevant SACM documentation is available and current
 - Ensuring relevant SACM metric reports are delivering intended value to the requesting audience
- Educating and informing all program staff (contractor and government) on SACM process policies and procedures
- Working with other process owners to ensure there is an integrated approach to the design and implementation of SACM across the entire DOIM program

Essential Functions

- Ability to support a fast paced and agile learning 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
- Must have excellent multi-tasking and time management skills
- Supports the team process and participates on cross-functional teams

Required Qualifications:

- Two years of experience with Asset Management
- Two years of experience with Configuration Management
- High school diploma, or in lieu of education, four years of relevant experience in a service desk environment
- ITIL Intermediate Certification or higher (v3 or v4)
- Experience creating new ITIL processes
- At least three years of experience implementing ITIL framework
- Proficiency in Microsoft Office products: Word, Excel, PowerPoint, SharePoint, Outlook
- Strong analytical and problem-solving abilities
- **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:

- ITIL Expert Certification
- CompTIA Security + SY0401 or SY0501
- A relevant educational degree in one of the follow fields: Computer Science, Information Systems, Information Technology, Cyber Security, Statistics, Business Administration, Systems Engineering, Computation Science, Computer Engineering, Electrical Engineering, Data Analytics, Information Technology, Information Security and Assurance, Mathematics, Software Engineering
- Experience using ticketing software such as Service Now, Service Desk Manager, or BMC Remedy with a thorough understanding of ITIL best practices

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.

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