

Job Description



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| Job Title: | Service Request Fulfillment Analyst (IMC0060) | | |
| Location: | Arlington VA | Travel Required: | Minimal |
| Level/Salary Range: | Bill rate: \$60 - 65 | Position Type: | Full-Time |
| Date Posted: | 5/1/19 | Posting Expires: | When Filled |
| Mandatory Job Requirements: | ITIL Foundation Certification v3 All applicants must be U.S. Citizens and have either a current DoD Secret or TS/SCI 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 Request Fulfillment–ARNG NCR DOIM | | | |
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In support of the Army National Guard (ARNG) National Capital Region (NCR) Director of Information Management (DOIM) contract, the position will report to the service efficiency lead and provide onsite (Arlington, VA) support to the Army National Guard Information Operations Division. The successful candidate will own the Service Request Fulfillment process and must have at least three years of work experience in IT Request Fulfillment and at least two years of Request Fulfillment process ownership, while maintaining accountability and responsibility for the day-to-day tasks of Request Fulfillment processes. The candidate must have a strong understanding of the Information Technology Infrastructure Library (ITIL) framework and, in particular, the Service Operations processes. The Request Fulfillment Process Owner is an integral role within the Service Operations team responsible for defining, managing and ensuring compliance to the Request Fulfillment process providing a central coordinating function for the management of service requests. The function will maintain oversight of the end-to-end process, resolving exceptions and dealing with queries in a consistent and timely manner. The Service Request Process owner is accountable for the following activities:

- Develop and standardize Service Request Fulfillment processes.
- Inform end-users of available services, how to request them, and fulfillment time expectations.
- Create a distinct process for handling service requests.
- Accountable for ensuring effective communication of all process steps.
- Develop and conduct stakeholder training as appropriate.
- Ensure ownership requests, by the appropriate Service provider, are well understood, and expectations for delivery are clear.
- Develop and maintain a standard requested services catalog.
- Record and categorize Service Requests with appropriate approvals.
- Define key metrics to help measure the efficiency and effectiveness of the Request Fulfillment process.
- Develop, implement, and maintain policies, procedures, and associated training plans.
- Establish and maintain regular written and in-person communications with the organization's management, decision-makers, stakeholders, and end users regarding pertinent Service Request activities.



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.

- 3 years of experience in Service Request Fulfillment
- 2 years of experience in Service Request Fulfillment process ownership
- ITIL v3 Foundation Certification
- Excellent written and oral communication skills
- **Per contract: All applicants must be U.S. Citizens and have either a current DoD Secret or TS/SCI clearance eligibility, day one and prior to entry on duty**

Desired Qualifications and Skills:

It is desirable that the candidate has the following qualifications:

- ITIL Service Operations Intermediate Certification
- ITIL Expert Certification
- Working experience using BMC Remedy ITSM Suite
- 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

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. **IMC is an Equal Opportunity Employer***