

Job Description



Job Title:	Change Management Analyst (IMC0069)		
Location:	Arlington, VA	Travel Required:	Minimal
Salary Range:	Based on experience	Position Type:	Full-Time
Date Posted:	06/11/2019	Posting Expires:	When Filled
Mandatory Job Requirements:	<ul style="list-style-type: none"> • ITIL Foundation Certification v3 • 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: Change 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 five years of working experience in IT process management and at least two years of IT process ownership, where they were accountable and responsible for the implementation of the process and the day-to-day management of the Change Management process. The candidate must have a strong understanding of the Information Technology Infrastructure Library (ITIL) framework and the Service Transition processes. The candidate must have a general understanding of network management, authentication and directory services, information assurance practices, and service desk functions.

Responsibilities:

- Regularly evaluate the Change Management process for process improvement opportunities; paying particular attention to the following current process areas:
 - Change authority hierarchy
 - Criteria for allocating Requests for Change (RFCs) to change authorities
 - Change models and workflows
- Periodically review process documentation and report content for improvement opportunities; these reviews should focus on the following:
 - Ensuring the current documentation is available and current
 - Ensuring current reports are delivering intended value to the audience
- Educating and informing all program staff (contractor and government) of Change Management process policies and procedures
- Working with other process and service owners to ensure there is an integrated approach to the design and implementation of Change Management

As the Change Management Process Owner, the incumbent is accountable for the following activities:

- Chair the Change Advisory Board (CAB); includes planning, scheduling, and managing CAB meetings
- Planning and managing Change Management support for ChM tools and processes
- Maintaining the change schedule, including any projected service outages
- Monitoring and reporting process performance, including, but not limited to:
 - Weekly reports on authorized changes and process status



- Monthly process status and metric reports
- Providing on-call (24x7) change authority support and coordination for all emergency changes
- Responsible for facilitating the lifecycle of an RFC, includes verification, evaluation, allocation to change authority, approval, implementation, and closure
- Coordinating with all staff members in supporting the creation, submission, evaluation, authorization, execution, and closure of a change request

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:

- 5 years of working experience in IT process management
- 2 years of experience with Change Management implementation and ownership
- ITIL Foundation Certification v3
- Proficiency in Microsoft Office products: Word, Excel, PowerPoint, SharePoint, Outlook
- Strong analytical and problem-solving abilities
- **Per contract: 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 Intermediate Certification
- A relevant educational degree in one of the following 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:

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