

# Job Description



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|---|---|-------------------------|-------------|
| <b>Job Title:</b>   | <b>Service Desk Lead</b>  |                         |             |
| <b>Location:</b>  | Arlington, VA   | <b>Travel Required:</b> | Minimal     |
| <b>Level/Salary Range:</b>  | \$66,000 - \$72,000   | <b>Position Type:</b>   | Full-Time   |
| <b>Date Posted:</b>   | 30 October 2018   | <b>Posting Expires:</b> | When Filled |
| <b>Mandatory Job Requirements:</b>  | <b>CompTIA Security + or A+ Certification (Current)</b><br><b>All applicants must be US Citizens and have a current security clearance (NACLAC) eligibility day one and prior to entry on duty.</b> |                         |             |
| <b>Applications Accepted By:</b>  |   |                         |             |
| <b>E-mail:</b> Michelle Dionne, Corporate Recruiter, <a href="mailto:michelle.dionne@imcva.com">michelle.dionne@imcva.com</a><br><b>Email Subject Line:</b> Service Desk Lead – ARNG NCR DOIM |   |                         |             |
| <b>Job Summary</b>  |   |                         |             |

IMC is competing for a five-year contract supporting the Department of Defense (DoD) in Arlington, VA, Service Desk Lead/call center, where line analysis and troubleshooting for application specific issues are reported for a highly-visible and high-profile government contract. The help desk lead will be responsible for the following:

- Participate in transition from current IT Service Management system to BMC Remedy.
- Resolve Tier 0-, I-, II-, and III-level application system inquiries, requests, and incidents by effectively transferring cases to other support groups and escalating to the next appropriate tier level.
- Efficiently handle high volume ticket queue by supporting 50 – 100 tickets daily.
- Actively participate in all meetings such as, but not limited to, weekly staff meetings, weekly training, USB, Weekly Ticket Tag-Up, and Weekly Implementation Calls on a rotational basis as necessary.
- Prepare accurate documentation to support and maintain a working knowledge base of service desk processes including pertinent guidelines, regulations, compliance issues, and documentation requirements as well as reference only application reference guides.
- Document, maintain, and store specific information, including as-built diagrams, rack layouts, interconnectivity diagrams, data flow diagrams, AD documentation, and SOPs/Job Aides.
- Perform as Subject Matter Expert for the application, functional user roles and service desk processes and procedures.
- Support focus teams or specialized projects to promote rapid improvement turnaround.
- Maintain a professional and pleasant manner using proper customer service skills via (telephone and/or email).
- Operate a 24x7x365 Service Desk.

## 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.
- Identifies areas of opportunity to improve customer satisfaction.
- Excellent multi-tasking and time management skills.
- Support of the team process and participation on cross-functional teams.
- Handling after-hours, on-call support (when necessary).

Physical requirements for this position include lifting and/or pulling up to 40lbs., sitting, bending, and standing. The equipment used in this position includes but is not limited to, computers, servers, and network devices.

**Required Qualifications:**

- Required Education High school diploma, or in lieu of education, four or more years of experience in a Service Desk environment.
- CompTIA Security + or A+ Certification (current).
- **All applicants must be US Citizens and have a current security clearance (NACLAC) eligibility day one and prior to entry on duty.**

**Desired Qualifications:**

- HDI Certification.
- Proven experience in ongoing support of client specific application systems.
- Experience and ability to export and manipulate data to create and support reports.
- Experience using ticketing software such as Service Now, Service Desk Manager, or BMC Remedy with a thorough understanding of ITIL best practices.
- Experience supporting intermediate level Microsoft Office core applications, Microsoft Internet Explorer, Microsoft SharePoint, Java and Acrobat Adobe.
- Availability to travel if necessary.

**\*\*\*This position is contingent upon IMC's award of the ARNG NCR DOIM IT Support Task Order now being competed under the GSA VETS 2 GWAC.\*\*\***

**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**