

Job Description



Job Title:	Senior Computer Network Support Specialist		
Location:	Arlington VA	Travel Required:	Minimal
Level/Salary Range:	\$95,000 - \$100,000	Position Type:	Full-Time
Date Posted:	12 Sept 2018	Posting Expires:	When Filled
Mandatory Job Requirements:	CompTIA Security+ Certification (Current) Active DoD Secret Clearance		
Applications Accepted By:			
E-mail: Michelle Dionne, Corporate Recruiter, michelle.dionne@imcva.com Email Subject Line: Senior Computer Network Support Specialist – ANG NCR DOIM			
Job Description			

The senior computer network support specialist will support configuration and optimization of network servers, routers, switches, firewalls, and VPN; he or she will also analyze and monitor network workload, capacity, and performance and diagnose and resolve network problems. The senior computer network support specialist will develop network backup and recovery procedures and install, test, maintain, and upgrade network hardware and software.

Responsibilities:

- Perform analysis of log files from a variety of sources (e.g., network traffic logs, firewall logs, intrusion detection system logs, Domain Name System (DNS) logs) to identify possible threats to network security.
- Track and document CND incidents from initial detection through final resolution.
- Write and publish CND guidance and reports (e.g., engagement reports) on incident findings to appropriate staff sections.
- Support end users on approved policies, procedures and activities.
- Describe provisions for configuration identification, change control, and configuration audits.
- Identify and maintain the original configuration of requirements documentation, design documentation, and related documentation.
- Provide support for installation, administration, troubleshooting of routers, switches, firewalls, proxies, DNS, TCP/IP, DHCP, VLAN, LAN, WAN, and SNMP.
- Work with technical teams to coordinate, apply, and implement best practices, standards, policies, processes, and procedures.
- Analyze identified malicious network activity to determine weaknesses exploited, exploitation methods, effects on system, and information.
- Analyze, isolate, and resolve network problems. This includes, but is not limited to, technical, procedural, operational, and functional issues.
- Implement a comprehensive IT Service Management (ITSM) configuration to better align support to service level agreements, provide enhanced root cause analysis, and improve staff resource use.
- Track, control, audit, and report on IT configuration changes and related activities.
 - Track all problems and changes in the configuration management database (CMDB).
 - Regularly report changes and current configuration to leadership.



- Support audits to verify that requirements of all baselines have been met.
- Support the quality assurance process audits.

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.

- An IAT Level II Certification – one or more of the following current certifications:
 - GSEC – GIAC Security Essentials Certification
 - CompTIA Security+
 - SSCP – ISC Systems Secured Certified Practitioner
- ITIL 2007/2011 Foundation-level Certification
- **All applicants must be U.S. Citizens and be DoD SECRET clearance eligible, day one and prior to entry on duty (EOD).**

Desired Qualifications and Skills:

- Proficient with current network security services applications including: Identity and Access Management, Network Access Control, Application Layer Inspection, URL, Content and Spam Filtering, Data Loss and Intrusion Prevention, Identity Services, IPsec and SSL VPN, PKI, and Two-Factor Authentication.
- 7+ years of network support experience.
- 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, Systems Engineering, or Telecommunications.
- Experience using SolarWinds.
- Cisco Certified Network Associate (CCNA) Certification.
- Demonstrated Cisco network environment support.

*****This position is contingent upon IMC's award of the ANG 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. **IMC is an Equal Opportunity Employer***