ECAMS Watch Officer

Req #: 11/2016-041
Location: Arlington, Virginia – The Pentagon
Job Category: Information Technology
Minimum Clearance: Top Secret
Job Description

Athena Technology Group (ATG) is looking for experienced, innovative and motivated IT Specialists to support of The Pentagon as a Joint Service Provider (JSP).
This position is in support of a Department of Defense (DoD) organization, located in Arlington, Virginia at The Pentagon. .

The role of the ECAMS Watch Officer is to serve on a team providing 24x7x365 Tier II/III Support Desk as part of the JSP JNOSC. The successful candidate will monitor the health and status of JSP IT environments, applications and web sites, after-hours Tier III support, incident management, after-hours escalation during incident management, ticket queues and triage of tickets, and cyber security support. Additionally, the ECAMS Watch Officer will assist operational team technicians in solving all technical and operational issues affecting any JSP-supported services. In this capacity, the ECAMS Watch Officer is responsible for the following areas: Providing Tier III support to keep workstations optimized; provide technical support for VPNs and application synchronization; resolution of all Tier 1 and Tier 2 Helpdesk issues, and other duties as assigned.

Required Qualifications:

- Active DoD Top Secret security clearance
- Bachelor's Degree in Computer Science, Information Systems, or other related field or at least five (5) years of relevant IT work experience in lieu of degree
- This position requires an active DoD 8140 cyber certification at IAT Level II (CCNA Security, CtSA+, GICSP, GSEC, Security+ CE, SSCP) or better; candidates without a valid DoD 8140 cyber certification will not be considered
- Ability to perform password reset in Active Directory and other applications
- Hands-on experience with administration in the creation and deletion of user accounts
- Hands-on experience with the Remedy ticketing system, to include opening, updating, and escalating incident and work order tickets
- Hands-on experience prioritizing multiple tasks and escalating issues to senior decision makers and their appointed representatives
- Strong communication skills for answering customer phone calls, monitoring emails, escalating issues as required, updating a variety of customer officials across different directorates, and providing updates/status to users, team members, and management
- Hands-on experience performing workstation and server patching

- Hands-on experience using a variety of service monitoring tools
- Experience monitoring and addressing AMHS messaging incidents to ensure delivery of large volume of organizational messages to destination
- Ability to provide end-user hardware and software troubleshooting support

This is a shift work position:

Week 1: M-F, 0700-1530

Week 2: Tues-Thurs, 0700-1530, Sat-Sun 0700-1530

Desired Qualifications:

- DoD 8140 IAT Level III cyber certification (CASP+ CE, CCNP Security, CISA, CISSP (or Associate), GCED, GCIH) is desirable