POSITION DESCRIPTION

Title:	Help Desk Technical Manager
Location:	DC Metro Area
Schedule:	Full Time
Travel:	None
Clearance Level:	**Active TOP SECRET REQUIRED to be considered**

The Help Desk Technical Manager is primarily responsible for providing technical leadership and supervision of the Technology Services Help Desk professionals to deliver outstanding customer service and satisfaction. This position has daily contact with customers, direct reports, peers, and other contractor staff.

This person will monitor the organization's operational requirements, research strategies and technology solutions, and recommend the most cost-effective and efficient system to achieve those goals. The technical manager should be able to function as a senior level engineer to resolve technical issues as well as provide management oversight and leadership to the onsite team. The technical manager will be responsible for collaboration and communication with the SPCIO office, multiple support contractors and key stakeholders throughout the SSP community.

Duties and Responsibilities:

- Develop and maintain organization's existing training program and update as needed.
- Ensure standard operating procedures and project guidelines are in place and that the service desk team follows the correct procedures, policies and documentation requirements.
- Coordinate with the customer and other support contractors to manage organization's IT hardware life cycle management plan.
- Provide direction and technical expertise in implementing systems integration projects.
- Planning and reporting on the status of IT projects.
- Provide technical training and support to other IT staff as needed and serve as a technical mentor to team members.
- Oversee the staff responsible for IT Change Management services, including coordination, scheduling, communication, metrics reporting and compliance reviews of change activities.
- Participate in long-range planning to evaluate costs, availability, alternatives and other factors; may make recommendations on the purchase of new equipment or software
- Conduct regular status meetings with all necessary stakeholders.
- Oversee the deployment, management and tracking of all end user equipment.
- Works with government staff to assess and respond to IT needs.
- Supervise the ongoing operations of the Helpdesk providing quality and timely support to customers concerning hardware and software needs.
- Resolves/addresses escalated support issues.
- Assists in the preparation of the Technology Services budget and business plans.
- Serves on planning and policy-making committees as required.

- Manages the tasks and responsibilities of the Helpdesk Technicians and Coordinators, including scheduling and conducting introductory, quarterly, and annual reviews.
- Develops and administers training program for onboarding new technicians.
- Prepares and distributes reports, including but not limited to weekly and monthly status reports to the Program Manager and, as needed reports and assessments.
- Performs a variety of professional tasks including, but not limited to, technology services representative on various committees or task forces.
- Attends seminars, conferences, and in-service training and staff meetings as required.
- Provide technical write-up to company in response to requests for information and proposal efforts

Preferred Qualifications:

- Expert knowledge in hardware and networking, with emphasis on network security.
- Managing enterprise-level systems integration projects that require directly interfacing with customer executive management personnel
- Knowledge and experience with the DIACAP and a solid understanding of the NIST/DOD Risk Management Framework and Security Technical Implementation Guide (STIG).
- Ability to provide excellent customer service and public relations outreach.
- Proven ability to effectively manage multiple priorities and meet deadlines.
- Strong analytical and problem-solving skills.
- Demonstrated ability using a life cycle management process for implementation of changes in technology.
- Plan and Manage multiple project schedules
- Ability to performs a variety of professional tasks including, but not limited to, technology services representative on various committees or task forces
- Demonstrated ability to excel both independently and as a team member in a lively, collaborative environment.
- Excellent written and verbal communications skills with a demonstrated ability to make difficult concepts easy to understand
- Proficiency in Microsoft Windows, MS Project and MS Office.

Education, Experience and Training:

- Bachelor's degree in computer engineering, computer science, information systems management or other IT related field.
- A minimum of 10 years' experience of technical **and** managerial/leadership is required.
- Ability to demonstrate expert knowledge in applicable areas of technology.
- Current CompTIA Security+ and Windows 10 Operations System certifications required.
- Operating environment certificate (such as MCP and/or equivalent) required.
- PMI/PMP Certification Preferred.

Benefits:

The Seneca Nation Group offers a competitive benefits program includes comprehensive medical and dental care, matching 401K, paid time off, flexible spending accounts, commuter benefits, disability coverage, and other benefits that help provide financial protection for you and your family.

The Seneca Nation Group provides equal employment opportunities to all employees and applicants without regard to race, color, religion, sex/gender, sexual orientation, national origin, age, disability, marital status, genetic information and/or predisposing genetic characteristics, victim of domestic violence status, veteran status, or other protected class status. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training. The Company also prohibits retaliation against any employee who exercises his or her rights under applicable anti-discrimination laws. Notwithstanding the foregoing, the Company does give hiring preference to Seneca or Native individuals. Veterans with expertise in these areas are highly encouraged to apply.