

Telephonic/Printer Device Asset Management

About VOTA Consulting Corporation:

VOTA Consulting Corporation is a small, woman-owned, 8a Certified business providing executive level consultants and programmatic support to Department of Defense Information Technology (IT) initiatives and programs. We provide expert consultation on a diverse range of IT subjects focusing on program management support, budgeting & cost analysis and enterprise policy implementation.

We support the total lifecycle of Information Technology systems and applications. We have an immediate opening for a Telephonic/Printer Device Asset Management Professional who knows their way around the IT Operations environment. If you want to be part of a dynamic team and provide yourself with a daily challenge, this job is for you.

Duty Locations: San Diego, CA

Qualifications:

Education: The Telephonic/Print Device Asset Manager shall have an Associates or Bachelor's degree with experience in accounting, business, finance or related field otherwise equivalent and verifiable four (4) years of asset management.

Security Clearance: The Telephonic/Print Device Asset Manager requires an active secret clearance.

Work Experience: The Telephonic/Print Device Asset Manager shall have four (4) years of verifiable experience for each of the following:

- Asset Accountability of Cell Phones, Smart Phones, Iridium Satellite Phone, Land Line Phones, Multi-function Devices (MFD), Multi-function Printers (MFP), Government Furnished Equipment (GFE), Non-Networked Printers, and peripheral devices
- Reconcile Monthly reports, usage and activity reports
- Maintaining a trouble ticket log for tracking
- Processing Move, Add, Change requests
- Maintain a real time inventory of all assets and conduct biannual inventory of all Fleet and Shore Assets
- Must have working knowledge of use and how to use all assets
- Microsoft Office (word, Power Point, Excel, Access, and Outlook)
- PC operations and technology

- The Asset Manager must have confident customer service skills as well as professional oral and written communication skills
- Years of experience beyond the minimum may be considered a strength.

Responsibilities Include:

- Maintain a real time detailed asset inventory of approximately 750 Cell Phones, 170 Smart Phones, 10 iPads, 125 Hotspots, 75 Iridium Satellite Phones, 3000 Print Devices both Government Furnished Equipment, (GFE), Defense Logistics Agency (DLA) Printers, Multi-Function Printers (MFP), Multi-Function Device (MFD) additional printer, scanner, copier device and peripheral devices. The inventory will be posted and maintained real time on the COMNAVAIRPAC SharePoint site.
- Initiate Move request for staff personnel transitioning a Smart Phone from one user to another. (Approximately 35 annual transactions).
- Track and coordinate print device moves. Initiate request with DLA to relocated a DLA devices when required. Ensure moves are documented not to exceed the one move per device annually requirement IAW the DLA Contract.
- Respond to Smart Phone trouble calls, provide Staff users in uploading or reloading Smart Phone Operating Systems and coordinate with NGEN/NMCI Service Desk assisting the user in resetting or reinstalling the Good for Enterprise (email) Application. (Approximately 10 monthly trouble calls).
- Manage International Phone Service for Smart Phone users traveling abroad. Responsibility includes maintaining real time accountability of users assigned International Service. Coordinate with the wireless phone vendor transitioning International Service from one user to another assuring reliable access is assigned. (Approximately 65 phones will have International Service assigned at any given time).
- Coordinate the documentation requirements to repair or replacement of missing, lost or damaged equipment. (Approximately 2 monthly occurrence).
- Coordinate unique Cell Phone requirements for special command training and ceremonial events. This requires coordinating with the Command, Wing, or Squadron requiring the additional phone services. Identify type of service (voice, data) quantity, location, and duration of the requirement. Present the additional requirement to the CNAP HQ Support DIVO or the Shore Enterprise Services DIVO for approval. (Approximately 2 occurrences annually).

- Coordinates accountability and monthly usage reports and reconciliation reporting with each Type Wing Commander assigned phone coordinator. (Requires monthly action working with 16 Type Wing and Training Activities).
- Maintains a real time inventory, by name accountability of Cell Hotspots (125 total). Devices are issued to traveling Staff members and training team members. (Approximately 25-30 monthly transactions).
- Coordinate Land Line phone move, add, and change (mac) request for CNAP HQ Staff. Track and report trouble calls to the Base Communication Office (BCO) for loss of phone services, voice mail activation, and voice mail pin reset. All actions and status will be uploaded and tracked via the commands SharePoint site. (Approximately 50 trouble calls monthly).

Desired Skills:

- Ability to think independently and innovatively
- Excellent written communication skills

Expertise in:

- Proficient in Microsoft Excel
- SharePoint 2013 capabilities

Please reply directly to this position description with an updated resume and your salary requirements directly to Lorraine Anne Costello at info.votacc.com. Please also include the title of this position in the subject line of your email

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