



**Position:** Operations Support Lead

**Education:** B.S. in a Computer Information Systems or Business or a related field

**Job Description:**

The contractor shall have experience leading an incidence response team and managing SLA requirements on trouble tickets.

**Responsibilities:**

- Serves as a POC for customer relations, acting as a SME in department-level working groups.
- Ensuring adequate program controls are applied to each task area, including scheduling, resource allocation, direction, cost quality control, report preparation, establishing and maintaining records, and resolution of customer complaints.
- Resolving quality, timeliness, and accuracy issues.
- Ensure CDRL quality prior to submission to the Government
- Adjudicating any contractor personnel performance issues with the TPOC and COR.
- Performing project management and business process development functions.

**Qualifications:**

- 5+ years of experience in Project Management in IT/Computer Network Operations field
- Demonstrable history of successfully leading an incident response team in and enterprise environment
- Skilled at producing technical documents and engineering diagrams, strong written and verbal skills, team focused
- Strong understanding of Office 365 and Windows Server.