



ETEK LLC is built on our commitment to hire highly qualified and motivated professionals to meet the requirements of our customers, stakeholders, partners, leaders, employees and the science, engineering and technology communities we serve.

Job Title: Program Manager, Air Force Comptroller Application and IT Services

Position Location/Zip Code: Patrick AFB, FL 32925

Description:

- Manage DFAS Air Force OSD Comptroller IT operations staff including Service Desk and Deskside Support, Security and Vulnerability Remediation, and Asset Management
- Develop and implement IT Service Management policies, processes, procedures, and methods in accordance with AGILE or ITIL best practices and providing technical expertise to support and maintain IT & Applications Operations
- Manage and coordinate urgent and escalated support issues
- Analyze Service Management data and metrics to identify trends and potential areas for further investigation
- Provide a point of escalation for customer service issues or concerns
- Advise management on situations that may require additional customer support or escalation
- Drive continuous service improvement and innovation
- Provide leadership, management and interpersonal communication skills necessary to inspire, lead and direct enterprise IT Application User Services such as CFIs/JOCAs Systems
- Lead staffing actions, including recruitment, supervision, development, evaluation and disciplinary actions
- Develop and monitor progress on User Services performance metrics and objectives
- Identify and promote the implementation of improvements to existing metrics and objectives
- Establish and maintain regular written and in-person communications with key customer and customer leadership regarding IT application activities
- Manage contractual related priorities

Requirements:

- Must be able to obtain and maintain a Secret Clearance
- Bachelor's Degree and 10-15 years of prior relevant experience or Masters with 5 years relevant experience
- 10+ years experience in DoD Planning Program Budgeting and Execution (PPBES)
- PMP per DoD 8570.01
- ITIL Foundation certification
- Experience leading and supervising a multi-disciplinary financial systems/applications staff of various labor categories
- Experience working in a fast-paced DoD, Air Force or OSD Comptroller environment with competing priorities
- Demonstrated oral and written communication skills, with the ability to communicate professionally, effectively explain complex Air Force, DFAS, OSD Comptroller, DISA STIG information, and Airforce compliance documentation according to standards

Benefits:

Medical Insurance, Life Insurance, Dental Insurance, Vision Insurance, Paid Vacation, Paid Sick Days, Disability, 401K, Education/Training Assistance