

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, U.S. Department of Commerce – IT Service Desk

Position Location/Zip Code: Washington, DC 20230

- Plan, implement, and measure help desk functionality across the customer organization
- Establish and cultivate cooperative working relationships with a diverse group of staff to customer confidence in help desk's ability to deliver
- Serve as the single point of contact for leadership for the help desk
- Raise issues, risks, and exceptions; assess impact, probability, and response alternatives; devise appropriate stakeholders; follow-through to resolution
- Become a leading influencer in customer processes on assigned projects for the help desk
- Work with customer leadership to ensure appropriate help desk staffing and engage reach-back resources as required
- Apply a wide range of agile principles/practices to provide responsive and effective solutions
- Analyze program and project management needs within the business unit and work with IT leadership in support of the business unit; distinguish between impactful IT work, vs. non-effective IT work
- Work with stakeholders to define clear project objectives and requirements, agree on priorities, resolve issues and conflicts and provide responsive and effective change management communications
- Define critical success factors, implement outcomes-based performance measures and managed performance; identify improvement recommendations; provide training and mentor as needed for IT products and services
- Develop and maintain both programmatic and technical documentation
- Bring clarity to ambiguous or uncertain aspects of the help desk either technical or business in nature
- Ensure help desk staff are leveraged fully, work with customer to redesign business process for greater productivity and efficiency

Support Institutional Initiatives

- Keep current on customer goals, objectives, policies, processes, security, and compliance
- Engage in customer help desk activities and initiatives as appropriate
- Lead with courage in support of change initiatives that impact organization
- Manages and assists in coordinating efforts between customer and help desk staff
- Effectively communicate compliance requirements to customer and staff as appropriate

Requirements:

- Experience and skill in performing business analyses, documenting requirements and mapping
- Experience with Cloud tools, such as AWS and Azure
- Proven leadership, critical thinking, and business acumen
- Ability to see ideas and imagine possibilities
- Ability to challenge/question highly technical people to get them to consider alternatives
- Comfort with ambiguous challenges
- Strong interpersonal skills



Career Opportunity

- Good judgment with the ability to make timely and sound decisions
- Ability to work with all levels of an organization
- Strong organization, problem solving and analytical skills
- Ability to take initiative and contribute to a high-performance team
- Able to professionally communicate in verbal and written English
- Excellent verbal, written and presentation skills
- Experience with Service Now, Remedy, Microsoft Office365 Productivity stack (Outlook, Excel, Word, PowerPoint, etc.)
- Able to support a diverse and inclusive work environment
- BS/BA degree in management, computer science, information technology or a relevant field and experience
- Minimum 7 years of real industry experience in software development
- Program/Project Management experience in a variety of roles on a variety of initiatives
- Experience with Service Now and Remedy implementation methodologies and ITSM

Benefits:

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