

## **Insignia Technology Services**

**Position Title:** [Network Engineer/Project Manager](#) (Apply via this hyperlink)

### **Position Description:**

The Network Engineer/Project Manager will be the **technical lead and project manager** for a staff supporting the transition of Eastern Colorado Health Care System (ECHCS) from the current location in Denver, CO to the new 11-building Anschutz campus in Aroura, CO. This is a critical and highly-visible role that will be the primary liaison to VA OI&T staff. This role **requires exceptional customer service skills**, technical expertise in the installation and activation of a range of IT equipment (back-end office equipment and end user devices) and the ability to effectively manage execution of project tasks in a high-paced environment. Will coordinate with the team to provide weekly reports and project management plans.

**\* This is a hands-on technical position in concert with the Program Management aspect. Expect to spend portions of each day on the floor performing Switch/Port configuration and cabling/patching actions. \***

The IT Customer Support Manager must be familiar with common Original Equipment Manufacturer (OEM) equipment including, but not limited to, Apple, Brocade, Cisco, Dell/EMC, HP, IBM, Lenovo, and NetAppEMC brand devices and industry standard installation standards, such as ANSI Writing standards. Must be Proficient in the installation, testing, and patching of COTS software and Microsoft Windows 7 through Windows 10.

**USAF Client Systems or Plans and Programs NCOIC (or similar) would be well-suited for this position.**

The preferred candidate will have experience with large-scale installation efforts and demonstrate an ability to meet critical deadlines.

### **Responsibilities:**

- Liaise with the Facility Chief Information Officer (CIO) to assign tickets/tasks to the team for resolution
- Monitor the resolution of tickets/tasks to ensure Service Level Goals for volume, resolution time, and quality of service
- Provide SME consultation and support to the team in the execution of installation and activation, decommissioning, and O&M tasks
- Create weekly activity reports and project management plans
- Support Tier 3 OI&T staff by providing remote access to systems, as needed
- Proactively manage changes in priority and schedule as needed to meet the needs of the project
- **Be able and willing to perform (daily) Switch and Port configurations and cabling and patch panel configuration**

### **Requirements:**

- At least 5 years of experience managing the activation and installation of new IT equipment
- Solid experience in a supervisory role that included providing reports
- Ability to meet the tour of duty, 7:30 AM to 4:00 PM Mountain Time, Monday through Friday with occasional work outside the normal business hours and/or weekends to meet urgent needs
- At least one relevant Microsoft or Apple Certification
- Ability and willingness meet any physical demands of the position (with or without reasonable accommodation) such as lifting equipment, moving carts, and running cabling under furniture.
- U.S. Citizenship is required
- Must have or be able to attain a security clearance (background check)

### **Preferences:**

- Honorably discharged US Military Veteran
- Project Management Certification, either PMP or Certificate from an Accredited Educational Institution
- Experience in activating IT infrastructure in large-scale facilities

**Education:**

- Bachelors Degree in computer science, electronics engineering or other engineering or technical discipline

*Insignia Technology Services is an Equal Opportunity/Affirmative Action Employer - Females/Minorities/Protected Veterans/Individuals with Disabilities.*

Contact Rob Farthing, Recruiter and retired USAF Comm – [robert.farthing@insigniatechnology.com](mailto:robert.farthing@insigniatechnology.com) / 757-350-6429 for details