

Company:	ENSPYR, LLC
Date Open:	09/15/2017
Date Closed:	TBD
Job ID No. #:	FB2203
Job Title:	Domain Administrator/Helpdesk Support Services (Intermediate)
Labor Category:	Computer User Support Specialist
Location:	El Paso, TX (Fort Bliss)
Type Position:	Full-Time / Exempt
Work Schedule:	Monday - Friday (8am-5pm)
Security Clearance Req.:	None (Type Investigation – NACI)
Salary:	Based on experience
Availability:	09/18/2017

ENSPYR, LLC is currently seeking applicants for one (1) opening for a DoD contractor in the position of Domain Administrator and Helpdesk Support Services to provide Noncommissioned Officer Education System (NCOES), Noncommissioned Officer Professional Development System (NCOPDS) domain administration. Apply now to this posting for immediate consideration.

Position Summary: The contractor will provide on-site domain administration service support to assist with NCOES/NCOPDS content delivery and management functions for Structured Self Development (SSD), Master Leader Course (MLC), and Sergeants Major Non Resident Course (SM-NRC) users. Provide class and course administration and technical Tier II level support for Soldiers attending NR-SMC, SSD Levels I, II, III, IV, V and VI, and MLC. This position will work from the USASMA at Fort Bliss, Texas.

Job Responsibilities

- Provide SME on matters pertaining to enlisted leader development, current policies, NCOES and NCOPDS redesign, and training support to resetting Army Force Generation (ARFORGEN)/Sustainment Resource Model life-cycle units.
- Provide services to support civilian education credit initiatives within Army PME.
- Work with USASMA to host NR-SMC, SSD, and MLC classes/courses on the enterprise LLC and the ALMS. Submit work products to the USASMA Director of Training (DOT) for approval.
- Simulate or recreate user problems to resolve operating difficulties and recommend systems modifications to reduce user problems.
- Document best practices and recommend procedural modifications to reduce user problems and improve application effectiveness and gain efficiencies.
- Provide class and course administration and technical Tier II level support for Soldiers attending NR-SMC, SSD, and MLC.
- Provide technical assistance by phone or e-mail to assist students/users and submit trouble tickets to system/content owners as required.
 - Troubleshoot, analyze and isolate the cause of the problem (data, content, security issues) and provide users assistance.
 - Process all tickets within 72 hours after ticket creation and resolve and close all tickets within 7 days of creation.
- Assist USASMA with uploading, importing, creating and managing SCORM-compliant exams. Submit exams to USASMA DOT for review and approval.
- Assist USASMA facilitators with the management of class/course content. Submit course content to USASMA for review and approval.
- Serve as the Bb Administrator for a projected 5000 users through the enterprise LLC.
 - Provide support to Bb users by responding to student phone calls and e-mails regarding ongoing Bb maintenance issues such as login and password retrieval and archiving courses.
 - Query Bb for individual student progress and class/course statistics/metrics.
 - Manage control panel items and provide privileges to 13 MLC and 16 SM-NRC instructors.
 - Assist Bb instructors/facilitators with functions such as uploading and storing files, creating course menus, and creating links to reference materials. Edit and replicate existing courses into Bb. All course content and contractor products related to course development and editing shall be submitted to USASMA and the COR for review and approval.
- Assist USASMA government personnel in briefing at various locations as needed.
- Complies with all PII verification requirements as directed by DoD, HQDA, and/or local policy.
- Prepares and submits Monthly Status Reports.
- Participates in special projects and attends meetings/training as required.

Important Notice: The above is a brief summary of job responsibilities and is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform.

DESIRED SKILLS & EXPERIENCE:

- Must be U.S. citizens and speak English.
- Must have valid U.S. Driver's License (unexpired) and automobile insurance (unexpired) to drive on military installation.
- Must be able to obtain and maintain a favorable suitability/fitness determination under 5 CFR 731 or equivalent.
- 1-3 years' of direct learning content management system administration experience, preferably in an Enterprise environment.
- 3-5 years' experience working with the Army NCOES/NCOPDS as well as experience with the Army Learning Model.
- Be familiar with AR 350-1 and the NCO 2020 Strategy.
- Ability to communicate effectively with Senior Leadership within the Army and the Department of Defense.
- Able to work with little to no supervision and/or individually or part of a team.
- Demonstrated proficiency with the Microsoft Office Suite (MS Word, Excel, PowerPoint, & Outlook).

EDUCATION:

- Associates degree or higher preferred

TRAVEL:

- Minimum

Note: Relocation assistance *is not* available for this position. If relocation is required the selected candidate must be willing to relocate at his/her own expense. Must be citizen of the United States.

How to Apply: After reviewing the position, please apply by sending an email to h2r@enspyr.com referencing the Job Title in the subject line and attach your resume (MS Word format) and Verification of Military & Education Training (VMET), for military veterans. Go to <https://www.dodtap.mil/login.html> to download your VMET. [**Note:** Please be sure to address all stated requirements of posted requisition in the resume that you possess and ensure you submit all required documents. Resumes may not be considered if this is not accomplished.]

Enspyr is an Equal Opportunity/Affirmative Action Employer. We abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability.

This Company is an E-Verify Participant.