



MARSHALL COMMUNICATIONS

“We do more than satellite communications...”

**Consider yourself an out-of-the-box thinker who likes to wear many hats?
Seeking a small company environment with BIG company benefits?
Interested in a challenging and rewarding career?**

If so, your opportunity is knocking! ...

Headquartered in Ashburn, Virginia, Marshall Communications Corporation is proud to be a leader in secure broadband satellite and IP multimedia services. We specialize in delivering value-added, end-to-end integrated satellite based telecommunications systems. Our goal is to provide the highest quality products and services at the most competitive prices. Due to growth, we are seeking a highly motivated, self-initiative and experienced Systems Support Manager to join our talented team of professionals!

Systems Support Manager

In this role, we will rely on your demonstrated Government customer service, lifecycle project management, and satellite communications system skills to provide management and support for our operational and future networks. The ideal candidate will:

- Possess a proven background in Satellite Communications systems, system integration and systems support disciplines
- Oversee and manage all Network Operations Center functional areas, including but not limited to, systems security, customer support, help desk and network monitoring, operations and maintenance, and logistical support
- Act as primary point of escalation for issue resolution
- Provide management, training, and direction to subordinate staff
- Create, design, and review processes, procedures, technical and project documentation
- Conduct routine meetings with Senior Management staff
- Provide consistent and reliable Project Management of assigned functional areas and projects
- Define requirements and resources necessary for project completion
- Proactively identify operational issues and solutions
- Exercise timely and focused decision making and problem resolution
- Possess excellent customer communication and coordination skills
- Become technically proficient with all MARSHALL systems, services and products
- Produce and publish weekly and monthly reports to internal and external customers

Qualifications:

Candidates should possess the knowledge of/understanding of: Project Management (PMP is preferred), Government contracting (regulations and types of contract, FFP, CPFF, and T&M), troubleshooting tools, VSAT background with Ku, Ka, C and X bands, COTS technology applications and services, routing and switch configuration with standard and proprietary protocols (especially CISCO), TCP/IP protocol, and intermediate MS Office Suite, MS Project and Visio skills.

Candidate should also possess excellent interpersonal and customer service skills; the ability to multi-task; possess excellent written and verbal communications skills; as well as time management and conflict resolution skills.

Ideal candidates will possess a Bachelor's Degree (Engineering, Computer Science, relevant technical degree) and 4-7 years of experience in operations and IT management, including experience with a technical Government contractor. U.S. Citizenship is required. Applicant must hold, or be eligible to hold, a U.S. Secret clearance. Must be willing and able to travel up to 10% of the time to CONUS locations.

Compensation:

Salary commensurate with education and experience

Benefits:

We offer a competitive pay in addition to:

- Paid time off
- Medical, dental and vision benefits effective day one
- 401(k) with Company matching
- Future growth opportunities and movement within company
- Exciting, challenging and family-oriented work environment!

To Apply:

Please visit our website, <http://www.marshallcomm.com/OnlineApplication/>.