

Information Systems Operations Manager (ISOM)

Location – Eddystone, PA

Responsible for the overall operations of the Delphinus Engineering Corporate Computing Environment including all related networks, servers, systems, applications, services, software, workstations, and the security configurations of all assets and infrastructure to comply with current Federal and DoD requirements as defined in NIST SP 800-37, DOD 8510.01, FAR clause 252.204-7012, and DSS directives.

Provide project management support for all Cyber Security project tasking assigned by the Information Systems Security Manager (ISSM) and/or the CIO. This includes overall project task development, scheduling, tracking, testing, and verification testing and documentation to standards approved by the ISSM and the CIO. Ensure information ownership responsibilities are established for each information system, to include accountability, access approvals and control, and special handling requirements consistent with sound IA principles and the direction provided by the ISSM. Provide technical leadership and oversight of the System Administrators (SAs) throughout the organization.

Provide IT oversight for all technology advancements and technical integration efforts within the Delphinus corporate infrastructure. These duties include but are not limited to:

- Coordinating IT activities such as analysis of new products, product acquisition, management, configuration, troubleshooting, repair, periodic testing and evaluation, and tech refresh of information system installations at all locations
- Ensuring Project and Task performance monitoring occurs, reviewing the results of such monitoring, and notifying the ISSM and the CIO of significant findings.
- Ensuring the development, review, endorsement, and maintenance of IT/IS related documentation, hardware inventory, software inventory, network architecture diagrams, procurement, and all other IT/IS related documents as required.
- Maintaining a master repository of all program documentation and modifications compliant with Configuration Management process and policies to include leading the Configuration Change Review Board.
- Deploying new services/products and managing existing services and products to best support the Delphinus Engineering user community and business processes.

Provide management and technical leadership of the corporate IT infrastructure support staff and Help Desk support technicians and system administrators ensuring effective and efficient troubleshooting and correction of user technical problems. Ensure collection of support metrics and historical information to optimize the correction of common recurring problems and user training and support.

Provide technical leadership and supervision of the corporate IT infrastructure support staff to include task assignment, tracking, and completion. Responsible for staffing requirements, technician performance, knowledge and experience development, and overall personnel management. Ensure System Administrators (SA) and Systems Engineers (SE) receive the necessary technical, management, and cyber security training, education, and certifications required to carry out their respective duties.

Ensure procedures are developed and implemented in accordance with configuration management (CM) policies and practices for the testing and authorization of hardware or software prior to introduction or use in production computing enclaves/environments.

Education

- Bachelor's Degree (Minimum)
- Master's Degree (Preferred)
- Project/Program Management Certification preferred
- Information Assurance Certification (IAM level 1 minimum)

Experience

- 10+ Years of IT/IS Project/Program Management, to include financial accounting, cost control, service delivery and contract reporting requirements in support of large scale, geographically dispersed technical projects.
- Strong/Proven Leadership Skills
- Knowledge and experience with DoD/DoN Information Assurance/Cyber Security Program Requirements.

Delphinus Engineering, Inc., is an EOE/Minorities/Females/Vet/Disabled Employer.

Interested personnel should submit an electronic copy of their resume to careers@delphinus.com

Requisition No. DELPH137 (please ensure that you reference this number when submitting for this position)