Operations Support III (OS3)

E3R Opportunity, San Diego, CA; Operations Support III (OS3):

Job Description:
E3R is seeking candidates to fill an Operations Support III (OS3). This role is part of a team supporting the Naval Command & Control (C2) Systems Program Office on a Systems Engineering & Technical Assistance contract responsible for command, control, communications, computers, and intelligence systems. The program office collaborates closely with various defense programs and has related missions with other organizations within the same executive office. This position supports a division focused on chemical, biological, radiological, and nuclear defense integration.

Functional Description:
- Provide comprehensive operations support to the DoD.
- Collaborate with program office stakeholders and other related organizations.
- Assist in the coordination and execution of program activities, ensuring alignment with larger organization and program office objectives.
- Support the development and implementation of operational strategies and initiatives.
- Facilitate communication and coordination among various stakeholders, including government agencies and contractors.
- Provide Systems Engineering and Technical Assistance (SETA) support, ensuring technical and operational requirements are met.
- Update and install various software, including third-party applications, Adobe Acrobat, and Microsoft Office.
- Troubleshoot and resolve IT issues such as email migration problems, printer connections, and VPN connectivity.
- Assist users with setting up new computers, mailboxes, and network drives.
- Perform system updates and maintenance, including BIOS and driver updates, Windows upgrades, and security compliance fixes.
- Manage and update IT asset inventories, such as the IT & CM Laptop spreadsheet.
- Process requests for DoD PKI SSL Certificates, USB exceptions, and hard drive destruction.
- Provide support for encrypted email access, Outlook errors, and webmail usage during server downtimes.
- Guide users on temporary solutions for login issues and other system errors.
- Ensure the proper functioning of hardware and software, including onboard cameras and iPhone hotspots.

Desired Knowledge, Skills, Abilities:
- Bachelor's degree in any field.
- Minimum of 7 years of professional experience in operations support.
- Experience working with Command and Control (C2) systems and related programs.
- Must be legally authorized to work in the U.S. without the need for employer sponsorship.
- Strong understanding of NAVWAR and PEO C4I organizations and their missions.
- Excellent communication and interpersonal skills.
- Proven ability to work collaboratively with diverse teams and stakeholders.
- Strong analytical and problem-solving abilities.
- Proficiency in project management tools and methodologies.

Security Clearance Requirement: Secret

Place of Performance: San Diego, CA

Salary Range: $120,000 - $140,000

Benefits: E3R has a comprehensive benefits plan which includes HMO/PPO Medical Plan Options, Employer Sponsored Health Reimbursement Arrangement, 401(k), Dental and Vision Plans, company paid Life Insurance, Voluntary Life and AD&D, Pet Insurance, Employee Assistance Program as well as Paid Time Off, Sick Leave and Paid Holidays.

Company Description:
Exceptional Employees for Exceptional Results (E3R) was founded June 6th, 2011 as a Service Disabled Veteran Owned Small Business. Our company name reflects our business model. Corporate management and infrastructure do not provide direct support to our clients. Our employees do. If we attract and retain the best employees in our industry, we will be successful. If we fail to provide a quality workforce, nothing else matters. We achieve our purpose and our business success through hiring and retaining the very best employees in our industry.

How to apply: Interested candidates who meet the qualifications above should apply via the following link: https://www.ondemandassessment.com/link/index/JB-MX8Z5AS31?u=1137965