



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 and resourceful Operations Manager to join our talented team of professionals!

Operations Manager

POSITION DESCRIPTION:

The Operations Manager manages three core functions with Marshall Communications and they are Logistics, Maintenance and Network Operations. Logistics controls, tracks and manages both the company's assets and customer's assets. Maintenance covers warranty support, helpdesk and technical support. And Network Operations controls, maintains and operates both MARSHALL's internal networks (local LAN and WAN) and the SkyMarshal services.

KEY RESPONSIBILITIES:

- Manage the Logistics, Maintenance and Network Operations groups
- VSAT System and Network operations (DVB-RCS, I-Direct, Joint IP Modem technologies)
- Terrestrial wireless and wired network technology evaluation
- Produce and publish Weekly and Monthly activity status reports
- Corporate LAN deployment and support (operations and maintenance)
- Manage staff tasks and prioritize when needed
- Coordinate activities with the Systems Integration group
- Perform Project Management duties (as assigned)
 - Digital Signage Customers
 - Operational Networks and Contracts
 - Produce monthly project status reports for project management

PRIMARY OBJECTIVES:

- Keep the OPS staff trained and certified on all major VSAT systems
- Proactively maintain and grow the MARSHALL networks
 - Install and operate better network management tools
 - Brief upper management on new technologies or better ways to operate
 - Install and incorporate better helpdesk tools
 - Create helpdesk procedures
 - Redesign, operate and maintain the corporate LAN
 - Maintain and operate the corporate LAB
- Manage and facilitate warranty support for corporate and customers assets
- Create and facilitate all Logistics functions
- Create and submit a yearly budget for the corporate LAN
- Produce Standard Operating Procedures for all networks
- Manage Tier 1 and Tier 2 tasks that have assigned by MARSHALL OPS or MARSHALL's customers
- Properly train employees in the OPS before any networks are transitioned from SI

ORGANIZATIONAL RELATIONSHIPS:

Reports directly to the Vice President of Systems and Operations. Regularly interfaces with senior management and fellow team members of Systems Engineering, Network Operations, Contracts, Program Manager(s) and Sales groups within the Company.

QUALIFICATIONS:

1. A minimum requirement of BS in engineering/computer science
OR
6+ years of direct, relevant, applicable industry experience is required.
2. Project Management Professional (PMP) certifications are required for all Project Managers
3. CCNP certifications are minimum goals for all OPS team members
4. In-depth Knowledge of TCP/IP protocol
5. Commercial of the Shelf (COTS) technology applications and services understanding
6. Routing and switch configuration with standard and proprietary protocols
7. VSAT background in DoD and Commercial environments with Ku, Ka, C, and X bands
8. Routing and switch protocols on Cisco and non-Cisco network equipment
9. Troubleshooting tools with both software and hardware specialize devices
10. Highly proficient with the entire MS Office suites applications such as Power Point, Word, Excel, Visio, and Projects.
11. Willing and able to travel up to 40% of the time to CONUS and OCUNUS locations.
12. US Citizenship is required. The successful candidate must be eligible to obtain U.S. Government security clearance.

Benefits:

We offer a competitive pay in addition to:

- Paid time off
- Medical, dental and vision benefits effective day one
- Future growth opportunities and movement within company
- Exciting, challenging and family-oriented work environment!

Our associates also enjoy an E.A.P. (Employee Assistance Program) through Optum Care 24—a free resource offering health information lines and additional work/life resources such as counseling, legal services, customized resources and referrals as well as practical information on hundreds of work/life topics at no cost.

To Apply:

<http://jobview.monster.com/Operations-Manager-Job-Ashburn-VA-US-86578449.aspx>