



11 Sep 2014

Job Title: Logistics Systems Specialist / Field Service Representative
Department: CLS - 001
Location: Woodbridge, VA
Reports To: Operations Manager
FLSA Status: Non-Exempt

Strike Group has provided the highest quality products, support and services to a wide variety of commercial, Department of Defense (DoD), and government customers since 1998. The Strike Group Team has extensive logistical support experience through a comprehensive logistical support network that provides world-wide logistical, programmatic and field service support. When choosing Strike Group you are joining a knowledgeable team with vast experience in providing world class logistical solutions in a variety of Business Environments.

Strike Group is a Minority, Service Disabled, Veteran Owned Small Business certified as a HUBZone company and currently enrolled in the Small Business Administration's 8(a) Business Development Program. We are headquartered in Detroit, Michigan with offices in Detroit, MI, Chicago, IL, Indianapolis, IN, Las Vegas, NV, Camp Lejeune NC, Camp Pendleton CA, Okinawa Japan, and Woodbridge, VA.

Position Summary: Responsible for coordination of life cycle logistics support, data requirements and consolidated reports to the government customer. Additionally, provides technical support and customer service support for all Combat Camera Systems (CCS) fielded in the Capitol Region including the maintenance and repair of high capacity multipurpose copier systems and multimedia equipment. **Must go through a certification process that entails: (1) Passing an electro-mechanical pre-test. (2) Successfully completing a 58 day electro-mechanical course and receiving certification.**

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Update and maintain web-based system and database that work together as web enabled warehouse management systems to meet supply chain needs, inventory, equipment tracking, warranty repair data, Defense Reutilization and Marketing Service (DRMS), repair management, and work order repair requests for CCS equipment.
- Process new CCS equipment for distribution and distribute equipment as directed by the Project Office.
- Collect and provide data on equipment repair trends.
- Collect, compile, and archive Field User Evaluations.
- Analyze equipment trends and provide insights, strategies and opportunities to help navigate through the various problems that will be encountered throughout the equipment's life cycle.
- Ensure monthly reports are collected, formalized, retained electronically, archived, and submitted to the Project Office on time.
- Support the development of training curricula for New Equipment Training (NET).
- Review and prepare draft responses to taskers assigned to supported Project Office.
- Conduct service calls as required to troubleshoot, diagnose and repair of CCS including high capacity multipurpose copier systems and multimedia equipment.
- Conduct periodic preventative maintenance, inspection, and inventory of CCS.
- Track print volumes and provide print volumes and meter reading report to the Project Office and the OIC / NCOIC of the using units on a monthly basis.
- Conduct CCS NET, preventative maintenance training, and refresher training as required.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or



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ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- Experience or formal training in AC-DC electrical/electronics required. Functional knowledge and application of a multi-meter.
- A certificate or diploma from a recognized technical school, or college in the field of electronics, electrical repair, reprographics, information technology or a related field. Two (2) or more years of related field experience as a technician may be substituted for the certificate/diploma.
- Field experience as a technician working with business technology such as PCs, network connected printers and networked FAX equipment preferred.
- PC skills are required for this position. Skill demonstration required in IE Navigation, File saves and moves, Internet connectivity. Also required is a functional knowledge of Microsoft Operating Systems and Microsoft Office Applications and basic Mac systems. Knowledge of Adobe Creative Suite programs a plus.
- Must be able to read, understand, interpret technical material and apply procedures/instructions.
- Familiarity with a variety of software and hardware support concepts, practices, and procedures.
- Must have excellent writing and communication skills, and strong verbal and interpersonal skills; as daily interaction with government customers will be required.
- Familiarity with Marine Corps/DoD logistics and manpower systems (TFSMS, GCSS-MC, SASSY/MIMMS, FEDLOG, etc) a plus.
- U.S. Citizenship required. Currently eligibility for Secret clearance or the ability to obtain eligibility for Secret clearance is required; Current eligibility for Secret clearance is strongly preferred.
- Prior active duty USMC experience or experience supporting the Marine Corps while working for a DoD contractor is strongly preferred.

To Apply:

To respond to this opportunity, please email resumes to: jeffrey.russell@strikegroup.org