



E&M Technologies
4465 Northpark Drive, Suite 304
Colorado Springs, CO 80907

POSITION: Circuit Actions Support Technician
Work Location: Cheyenne Mountain AFS, Colorado
Required Clearance: Top Secret with SCI eligibility

E&M Technologies, Inc. is currently seeking a **Circuit Actions Support Technician** to support a Federal government client.

Position Requirements:

- As a Circuit Actions Specialist at CMAFS your duties include, but are not limited to: perform maintenance, troubleshooting and other procedures required of a Circuit Actions Specialist, perform DISA Node Site Coordinator duties according to DISA directives. This technician performs preliminary troubleshooting of problems and assess, isolate, and resolve the issue or refer to the next level of assistance; support a consolidated customer help desk 24x7 to serve as the single point of contact for all voice and data communications systems, and use data driven ticket system.
- This technician works under immediate supervision and achieves technical guidance, as required, from supervisor. Develop and design technical solutions, coordinate Authorized Service Interruption (ASI), Systems Change Forms (SCFs), perform trend analysis, initial test and acceptance circuit testing and specialized circuit and system testing in support of operations, other agencies, contractors, and tiger teams. Deploy to Mission Centers to perform circuit restoration/repair actions for system and/or circuit outages. In addition, assist TCF Crew operations as needed.
- This position is considered Mission Essential. You must be prepared for and be able to report to work and remain on site for extended periods of time during emergencies and drills. During such periods, you may be unable to maintain contact with anyone outside the site, including family and friends.
- You must sign a letter of commitment for acknowledgment and agreement to this requirement.

Required Skills/Experience:

- One or more DoD 8570 certifications (Security+ required, A+, Network+ desired)
- At least 6 years of experience troubleshooting voice and data communications systems
- Ability to provide support in responding to system user requests for assistance
- Experience working with and understanding of DISA nodes, requirements, and circuit actions
- Ability to ensure a timely process through which problems are controlled.
- Includes problem recognition, research, isolation, resolution, and follow-up steps



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- Ability to serve as a focal point for customer concerns
- Ability to provide basic support to train staff, and maintain daily logs
- Willing to work shifts in support of 24x7 operations
- Background in operations planning and management in a real time support environment
- Ability to prepare, objectively review, and deliver technical presentations
- Have demonstrated experience and capability with interfacing with the Air Force customer at very high levels as well as interfacing with various DoD Agencies

E&M Technologies offers competitive salaries, medical benefits, and a 401k plan.

To Apply for this Position:

You must have the Required Qualifications in your resume to be selected as a candidate.

Send your resume to emtech@eandmtech.com

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, marital status, national origin, age, veteran status, disability, or any other protected class. U.S. Citizenship is required for most positions.