



**E&M TECHNOLOGIES, INC.**

854 Woodmoor Acres Dr.,  
Monument, CO, 80132

**Job title: Telecommunications Systems Analyst/Communication Technician - Journeyman**

**Location: Colorado Springs, CO**

**Security clearance Required: TS/SCI preferred**

**E&M is actively seeking an TSA/COMMUNICATION TECHNICIAN – JOURNEYMAN** in support of the U.S. Air Force North American Aerospace Defense Command (NORAD) Cheyenne Mountain Complex Integrated Tactical Warning/Attack Assessment (NCCM-ITW/AA) and Space Support Contract (NISSC).

NISSC will provide accurate, timely, and unambiguous warning and attack assessment of Air, Missile, and Space threats with daily visibility of National Command Authority leaders including the President of the United States.

NCCM-ITW/AA is composed of Air, Missile, and Space Warning Missions located at Cheyenne Mountain AFS (CMAFS), Peterson AFB, Offutt AFB, Vandenberg AFB, and forward user and sensor sites worldwide.

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 acknowledging and agreeing to this requirement.

#### **Responsibilities:**

As a Comm Tech, your duties include, but are not limited to:

- support annual exercises, planned monthly relocations, and unplanned real-world events;
- perform monthly, quarterly, and semi-annual systems checks and generate associated metrics and reports;
- resolve general classified and unclassified network problems, user application questions and problems, and user network resource questions and problems;
- evaluate troubleshooting actions and results of NCC or other technical support organizations and augment for further resolution;
- initiate a response, track, update, review, and conclude actions in Remedy;
- assign maintenance actions to other 721<sup>st</sup> CS work centers when appropriate;
- coordinate and participate in installation and renovation projects;
- perform other duties as required to support the NORAD-NORTHCOM mission and be willing to work flexible shifts and days as required.

Other tasks and responsibilities may include:

- perform hardware and software technical refresh efforts;
- update system checklists, operational checklists, and related documentation;
- serve as a coordination point between the 721<sup>st</sup> CS NCC, the Cheyenne Mountain Operations Branch, and the Comm Tech team on assigned actions and projects;
- serve as the 721<sup>st</sup> CS Subject Matter Expert and advisor on matters related to NORAD-NORTHCOM Command Center requirements at CMAFS.

#### **Required Skills:**



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- Ability to troubleshoot and resolve network and client issues in a Microsoft Windows Operating System environment
- Ability to troubleshoot client peripherals including KVMs, card readers, monitors, and blades
- Ability to troubleshoot, repair, and rejoin networked peripherals and specifically printers
- Must have the flexibility to work different shifts (days, nights, and weekends) as needed
- Must meet DoD 8570 certification eligibility requirements (e.g., Security+ CE)

**Desired Skills:**

- Remedy trouble ticket experience and skills
- Ability to prepare, objectively review, and deliver technical presentations
- Experience with NORAD-NORTHCOM command and control applications and hardware
- Demonstrated experience and capability interfacing with the Air Force Customer at very high levels as well as multiple DoD Agencies
- Experience troubleshooting VDI issues

**Education Required**

- 5 Years, with a BS/BA in Engineering, Science, Mathematics or related field of study or combined education and equivalent technical experience.

**Required Certifications:**

- Current DoD 8570 IAT Level II certification is required for this position. Please be prepared to provide proof of current certification (Security+ CE or other DoD recognized higher level cert) at the time of submission.
- Current Microsoft Windows Operating System certificate is required for this position. Please be prepared to provide proof of current certificate at the time of submission.

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

**To Apply for this Position:**

You must have the listed skills and experience in your resume to be selected for an interview. Send your resume to [emtech@eandmtech.com](mailto:emtech@eandmtech.com)