



<b>Job Title:</b>	<b>System Support and Asset Specialist</b>
<b>Client/Contract:</b>	<b>Department of Homeland Security United States Citizenship and Immigration Services</b>
<b>Security Clearance:</b>	<b>DHS Public Trust</b>
<b>Location:</b>	<b>5900 Capital Gateway Drive, Camp Springs, Maryland/Telework</b>
<b>Position Type:</b>	<b>Full Time/Exempt</b>
<b>Schedule</b>	<b>Monday – Friday</b>
<b>Report to:</b>	<b>Project Manager</b>
<b>HR Contact:</b>	<b>Kim Alberi, <a href="mailto:kalberi@qlxcorp.com">kalberi@qlxcorp.com</a></b>

**OVERVIEW**

Department of Homeland Security United States Citizenship and Immigration Services Office of Information Technology IT Field Services Division, Mobile & Desktop Technologies Branch has a continuing requirement to manage IT assets, provision IT hardware and provide associated services to USCIS end-users. Essential services required by this task order include support efforts in Program Management, Technology Management, Fulfillment Operations, and Asset and Inventory Management. The Asset Analyst shall provide all Asset Management support services for the OIT ITFS Mobile & Desktop Technologies Branch. The Contractor shall service the OIT Asset Management task areas to include IT Property Management and Stock Management. HQ OIT is responsible for an inventory of approximately 13,000+ accountable assets including Government credentials. These assets are currently spread out over seven (7) Government sites and more than thirty (30) Contractor sites within the National Capital Area and four (4) remote sites. OIT Asset Management handles IT equipment delivered under orders placed on the various USCIS IT equipment procurement vehicles, from transfers from other USCIS offices, from purchase card transactions and occasionally from other additional IT equipment acquisition contracts.

**DUTIES AND RESPONSIBILITIES**

- Attends daily stand-ups and reports on deployment and asset management and provides deployment and asset management guidance as needed.
- Conduct as directed annual, periodic or cyclical inventories (includes working additional overtime hours as required and approved).
  - Scan assets directly using special-purpose barcode scanners provided by the Government.
  - Reconcile scanned information against lists prepared by the USCIS Office of Administration.
  - Correct records where necessary.
  - Attach documents to records where necessary.
  - Report discrepancies to the Property Custodian.
- Monitor the OIT Asset Management and OIT Stock Management group mailboxes.
- Alert the Property Custodians to emails requiring action.
- Assist in the management and operation of the loading dock and receipt and logging of items in and out of the facility
- Provide prompt, courteous and accurate information to customers including but not limited to
  - Forward links by e-mail to applicable processes, forms and systems and
  - Inform the Stock and Property Managers of customer requests, complaints or other communications.

**QUALIFICATIONS AND REQUIREMENTS**

- Associate's Degree or higher and/or 5-15 years of experience.
- Experience with Microsoft Word – ability to develop and use style sheets, understanding the use of revision marking, Ability to create and maintain automated tables of contents and tables of figures, ability to use and

create style sheets.

- Experience with Microsoft Excel and or SharePoint – ability to generate and maintain cross linked tables. Ability to create complex cascading formats, Ability to create pivot tables.
- Systems experience using Asset Management System Sunflower
- Experience with at least one of the following:
  - Experience Microsoft SharePoint 2010 and 2012
  - Experience with Microsoft PowerPoint