



NOVA CORPORATION

NOVA Corporation is 100% tribally owned by the Navajo Nation. Recognized by the Small Business Administration (SBA), we are certified as a Tribally Owned 8(a) Small Disadvantaged Business.

NOVA Corporation is dedicated to providing outstanding services to its customers and employees. Our strength is in our ability to understand our client's needs and deliver a solution that will not only meet those needs but exceed their expectations.

NOVA Corporation strives to be innovative in all areas of business and is committed to technical excellence. Our headquarter office is located on the Navajo Nation reservation in Window Rock, Arizona. Also, we have a satellite office located in Chambersburg, Pennsylvania.

NOVA Corporation provides unique, custom solutions to meet our customers communications needs. Our solutions provide communication capabilities using modern technology. At their most complex, they are multi-purpose systems that gather information from dozens of different sources. The information is presented to decision makers immediately, visually, clearly.

Configuration Manager

Our successful candidate must have expert knowledge of CM practices, expert knowledge of CM standards, and knowledge of tools used in implementing a successful CM program. They must be skilled in application of CM requirements; and in creation of the CM plan. They must have the ability to plan, monitor, and report on CM activities. They must have the ability to work with all levels of personnel from Program Manager, Project Manager, through development engineer. They must have the ability to train others in CM requirements processes, and tools used to implement the CM process. They will serve as an expert technical resource for configuration issues in the company and will assist chairing the Configuration Management Working Group. They will report to the Configuration Management (CM) Process Owner. This individual must have hands-on Configuration Management experience in an ITIL process environment. They need experience planning, developing, documenting and executing a configuration management / change control program. They will demonstrate knowledge in the Configuration Management activities of Configuration Planning, Configuration Identification, Configuration Control, Configuration Status Accounting, and Physical Configuration Audits. They will develop and maintain policy, process and procedures to ensure that configuration management controls are capable of supporting deployment activities and implementations to meet business needs. They will understand the CM needs by meeting with, and listening, to stakeholders. They will plan and oversee changes to the as-is implementation of our Asset Data Management to improve process efficiency. They will define tasks and activities of CM staff, clearly describing deliverables, roles and responsibilities for all stakeholders. They will help to identify items to be placed under configuration control, including but not limited to hardware, software, firmware, documentation, scripts, etc. In addition, they will make recommendations to define and identify operations baselines down to the level of the smallest controllable unit. They will evaluate existing system configurations and recommend infrastructure changes to improve or enhance performance and maintainability. They will participate in reviews to enforce and ensure configuration procedures are adhered to. They must have experience in standing up a Configuration Control Board (CCB), tracking baselines, building media and writing/maintaining CM documentation such as CM Plans, charters, agendas, minutes, and Standard Operating Procedures.

Other Qualifications

- * Strong communication skills
- * Strong analytical and problem solving skills to resolve technological problems
- * Strong leadership skills to guide and mentor the work of less experienced personnel
- * Ability to work independently and as part of a team
- * ITIL Foundations Certification - REQUIRED
- * ITIL Release, Control and Validation Certification - REQUIRED

Minimum/General Experience: Must have five years of engineering and/or system analysis and programming experience, including two years of configuration management experience.

As our Configuration Management Manager you will establish strategic operational objectives and detailed tactical plans for achieving those objectives. You will be responsible for the control of hardware, software, firmware and documentation produced or controlled by the company. This includes formal baselines, and controls hardware/software configuration items, firmware, software, documentation. Along with the CM Process Owner, you will have strategic responsibility for the definition and implementation of CM processes. You will conduct briefings and technical meetings for internal and external representatives and serve as consultant to management and special external spokesperson for the organization on major matters pertaining to its policies, plans, and objectives.

In addition, you will evaluate our existing Configuration Management databases for efficiency and effectiveness. You will ensure that changes to the CM methods and processes are properly approved and communicated to staff before being implemented. You will plan, publicize, and oversee implementation of new CM processes and activities. You will develop CM standards, plans, and procedures. You will manage configuration item registration procedures; access controls and privileges. You will ensure that the correct roles and responsibilities are defined in the Configuration Management plans and procedures. You will develop reports, including management reports (indicating suggested action to deal with current or foreseen shortcomings), impact analysis reports and configuration status reports.

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