

Title: OCTO- Mobility MDM Architect-2
Region: District of Columbia

Req ID: 588788

Details**Requisition Details**

Req. Class: ITCV1 : 4-Master
Region: District of Columbia

Title: OCTO- Mobility MDM Architect-2

Req. Status: Open

No. of Openings: 1
No. Filled: 0

Start Date: 04/01/2019

No New Submittals After: 03/19/2019

Worksite Address: OCTO - 200 I Street, SE; Wa

Agency Interview Type: Either Webcam or In Person

Advanced Technical Screening Required?: No

Existing Incumbent Resource?: No

Hours/Units per day: 8

Days per week: 5

Requisition Description

Engagement Type: Contract

Short Description: Senior Mobile Device Management (MDM) Consultant to provide advanced technical support, troubleshooting, monitoring and management of the enterprise Mobile Device infrastructure managing the enterprise VMware Workspace One, formally known as AirWatch.

**Complete
Description:**

OCTO is seeking a Senior Mobile Device Management (MDM) to provide expert engineering services, advanced technical support, troubleshooting, monitoring and management of the enterprise Mobile Device backend infrastructure managing and supporting the District's MDM environment, consisting of approximately 30,000 devices. The MDM consultant will be working with VMware Workspace One / AirWatch, InTune, Apple DEP and Android Enterprise. MDM consultant will provide engineering services, administration and support of the enterprise Workspace One / AirWatch environment. This individual must possess strong project management, analytical and problem solving skills, as well as the ability to thrive in a team environment. The Senior MDM Consultant will provide guidance in supporting the enterprise Workspace One / AirWatch environment as well as the integration with third party platforms. The Senior MDM Engineer should have expertise in the following domains: EMM, MDM, MCM, MAM, VMware Workspace One, AirWatch, Office 365, Azure, Active Directory, InTune and scripting. This role requires an in depth knowledge of O365, Microsoft Azure and VMware AirWatch MDM. The Senior MDM Consultant will also be responsible for enterprise wide distribution of mobile applications as well as establishment and ongoing upkeep of technical documentation as needed to support the MDM environment and the associated MDM policies and procedures. Responsibilities/Duties Include, but are not limited to:

- Expert level of Workspace One / AirWatch backend server and console support
- Perform console configuration as required to support mobile device management
- Configure device quarantine and mandatory enrollment policy for new O365 device activation
- Assist with day today enrollment/provisioning/monitoring of devices
- Provide recommendations for optimization and assist with implementation of any improvements identified
- Plan and coordinate upgrade and maintenance activities for the Workspace One / Airwatch environment
- Assist with tracking, monitoring, and troubleshooting as necessary
- Responsible for monitoring and resolving Service Desk escalated incident and problem tickets assigned to the Exchange team regarding Workspace One / AirWatch.
- All incidents should be worked to service level targets and resolutions documented in call detail.
- Monitor performance levels and capacity of supported applications, and assist in proper capacity planning and management.
- Support the existing Workspace One / AirWatch integration with Apple DEP and Android Enterprise
- Perform environment upgrades as new releases become available

Minimum Education/Certification Requirements: Bachelor's degree in Information Technology or related field or equivalent experience

Client Information**Work Location:**

OCTO - 200 I Street, SE
Washington DC 20003

Cost Center:

OCTO - Office of the Chief
Technology Officer

Project:

Required /Desired

Skill	Required /Desired	Amount	of Experience
Bachelor's degree in IT or related field or equivalent experience	Required	5	Years
Expert knowledge of Apple DEP and client requirements	Required	5	Years
Expert knowledge of Workspace One / AirWatch MDM	Required	5	Years
Knowledge and experience with the MDM / EMM platforms such as Airwatch, BES, GOOD, MobileIron, InTune	Required	5	Years
Strong knowledge of PowerShell scripting experience	Required	4	Years
3rd party LDAP / ADFS application integration knowledge	Required	3	Years
Strong knowledge of Office 365 and MDM Integration with Office 365	Required	4	Years
Intune / Azure integration via GraphAPI	Required	2	Years
Experience with Apple Configurator and/or Apple School Manager	Required	5	Years
5+ yrs as SME in complex enterprise level projects	Required	5	Years

Questions

	Description
Question 1	Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you accept this requirement?
Question 2	Please list candidate's email address that will be used when submitting E-RTR.
Question 3	This position is designated to require enhanced suitability by the District of Columbia. Any candidate must get FBI fingerprint background check prior to starting. The candidate must be able to start within 21 days of engagement request. Do you accept this requirement?