

Senior Mobility Engineer – Mobile Device Management

Job Description:

Minimum Education Required:

- BS or BA degree in Computer Science, Information Systems Management, Mathematics, Operations Research, Statistics, or Engineering.

Minimum Experience Required:

- At least three (3) years of recent relevant experience.
- 3+ years' experience with user-support via BES12 or Good Dynamics or equivalent MDM enterprise system
- Experience with supporting device management functions, messaging, browser, secure content locker, app deployment, STIG compliance
- Experience working with cellular carriers to provide enterprise wireless support to 2000+ end-users
- Business and Enterprise wireless carrier products/services background highly desired
- Previous experience with Remedy or other help desk ticketing software highly preferred
- Strong experience working on all project phases, including planning, analysis, requirements, development, testing, and implementation
- Experience writing effective end-user instructions, user guides, and maintaining troubleshooting documentation