SERVICE DESK ANALYST, MID IN OXON HILL, MD

Title Service Desk Analyst

Location: National Harbor Maryland

Length: Contract to HIRE

Perks: Free parking with easy access to several restaurants along the water

Culture: Fast-paced and energetic in a positive, team-based environment

Clearance: EOD (Entry On Duty)

Position Summary:

Qualified candidates will provide mid-level support for an Information Technology (IT) Help Desk which receives and resolves 15,000 tickets monthly through the ServiceNow service management software. The IT Help Desk supports a 10,000+ user community.

Candidates must be US citizens able to obtain and/or maintain a DHS suitability as a condition of employment.

Job Duties and Responsibilities:

- Demonstrate sound customer service and telephone etiquette in responding to customer calls or inquiries for service and support
- Demonstrate strong attention to detail, problem solving, and a desire to provide outstanding customer support
- Analyze and resolve complex service requests and incidents that have been escalated by the junior level analysts
- Leverage remote control technology (such as BOMGAR) while troubleshooting desktop and laptop problems
- Utilize advanced technical skills to analyze and resolve technical issues and tasks, including but not limited to setting up shared drives, mapping network drives, installing and updating software, and network troubleshooting

REQUIREMENTS:

- Ability to perform in-depth troubleshooting skills on Windows Operating Systems (Windows 10, 7 & Windows 2000), Microsoft Office products, and various Internet browsers to include Internet Explorer and Mozilla Firefox
- Experience with patch management software (e.g., SCCM)
- Experience installing, upgrading, and removing software
- Experience using ServiceNow service management software (or similar tool) to track incidents and service requests through the full lifecycle
- Ability to learn new technologies quickly (MS Operating Systems, Office Products, and DHS specified software).
- Advanced experience with Active Directory management & administration
- Knowledgeable of Problem Management best practice and processes

Preferred Qualifications:

- COMPTIA A+, or Network+, or Security+ Certification
- MCP Certification
- ITIL v3 certification
- HDI Certification
- Knowledgeable of Configuration Change Management best practices

Experience and Education Requirements:

- Bachelor's degree and 3+ years of relevant experience

Send Resume to careers@intellectualpoint.com.