

HELP DESK SPECIALIST IN WASHINGTON, DC

Highlights:

- Location: Washington, DC
- 6 month Contract-to-Hire
- Schedule: M-F, 40 hrs. /wk., regular business hours
- Paid on a weekly basis
- Candidate will be responsible for day-to-day management of incidents. Works with Tier 2 and Tier 3 support to ensure timely resolution

Required:

- Relevant job experience, as well as strong customer contact experience.
- Associate's degree or equivalent in a related field; combination of experience and formal technical training may be substituted for formal education.
- Minimum 5 years of progressive experience.
- Ability to work under pressure and meet deadlines with frequent interruptions and redefined priorities.
- Ability to work independently.
- DoD 8570 certification (A+CE, CCNA-Security, Network+ CE, SSCP).
- Advanced knowledge of commonly used concepts, practices and procedures within the field.
- Possess good time management, communication and negotiation skills.
- Relies on documented policies, processes and procedures to accomplish task objectives.
- Excellent interpersonal skills and leadership skills.
- Candidate must possess an Active Secret Security Clearance.

Send Resume to careers@intellectualpoint.com.