

SERVICE DESK TECHNICIAN - SECRET CLEARED IN FORT MEADE, MD

Role: Service Desk Specialist

Location: Fort Meade, MD

Client: International Government Integrator

Technical Environment:

Windows 7/10, Adobe, Java, Chrome, JIRA

Overview:

Talented Service Desk Technician needed to join a team of 7 in providing help desk and desk top support to appx 500 users in addressing Tier ½ level, systems and basic networking related issues.

Responsibilities:

- Provide phone and in person support to Tier 1/2 tickets through JIRA, issues will be related to Windows and MS Office systems, Adobe, Java, Chrome, printers, remote connectivity, etc
- Escalate issues to Networking or Systems teams when required
- Assist users with migration from Windows 7 to Windows 10
- Tracks trends and recommends corrective actions.
- Ensures compliance with applicable security and equipment accountability requirements.
- Interfaces with System and Network Operations teams on integration issues and product research and installation testing.

Requirements:

- Ability to obtain and maintain a Secret clearance
- Current certifications adhering to 8570 Baseline Compliance (IAT I) to include any of the following Network +CE, A+ CE, CCNA-Security, SSCP
- 3-5 years of Helpdesk or Desktop support experience
- Ability to troubleshoot and provide assistance for issues relevant to Windows 7/10, MS Office, remote connectivity and other basic networking

- Experience with media management systems, DoD systems, and cloud-based solutions is highly desirable but not required

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