

2017-SDSL_01-Rock_Island
Service Desk Specialist Lead
Rock Island, IL

Qualifications:

To perform this job successfully, candidates must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Qualifications Required:

- Minimum IAT Level II accreditation
- 7-9 years of directly related experience supporting help desk / customer technical support operations
- Experience as a Tier II or III support technician highly desired
- Minimum DoD8570 IAT Level II (GSEC, Security+ CE, SSCP, CCNA-Security) or above certifications, CompTIA Security+ Certification
- Experience with BMC Remedy, TMT, VoIP/VoSIP, EIM, JFAST, TRAC2ES, PKI
- Experience with utilizing PowerShell
- Technical experience remediating MS-based Windows workstations
- Proficient with MS Office tools
- Experience in providing technical support and troubleshooting network, desktop and/or systems hardware and software
- Ability to work with and lead teams of help desk specialists
- Excellent communication, business analytical and problem-solving/troubleshooting skills
- Effective Customer Service and management skills/capabilities; including a demonstrated ability to work cross-functionally (internally and/or externally)
- Secret Security Clearance

Essential Functions and Responsibilities:

- Provides second and third-level support in response to users' requests for assistance by email, phone, and in person, handling routine questions about installation, operation, usage of computer system software and business applications
- Applies basic diagnostic techniques to identify problems, investigate causes, and recommend solutions to correct common failures
- Maintains BMC Remedy ticket system and ensures technical support issues are escalated to appropriate level for resolution. Identifies, manages, resolves, and/or escalates technical issues

- Installs and configures software, print drivers, utilities, etc. to be utilized on workstations and computer networks. Troubleshoots all information technology issues, including software, hardware, and networking. Monitors installed systems, identifies problems, and takes corrective action
- Provides information systems technical support for routine customer issues
- Raises information, bug and feature requests to the development team or senior support specialists. Identifies problems with information technology system operations and provide potential workarounds
- Develops, implements, reviews, and administers IT policy, procedures, and processes as necessary. Performs other duties as assigned
- Reimaging and restoration of computer systems
- Perform release management to include commercial software, standard software, site license managed and new system releases
- Assist with reporting network performance metrics using Remedy Action Reporting System
- Utilize Remedy to enter, document, track, coordinate, route, resolve, and close user ticket issues
- Maintain cloud user access roles, presentation of applications and automation workflows
- Manage and maintain VMs and virtualization related technologies, including configuration management tools
- Image, reimage, work-assist tech refresh for workstations, printer support, hand-held mobile devices
- Assist in evaluation, testing, documenting, deploying new user-base technology

Compensation

Hours: Full-Time (40 hrs)

Salary: Commensurate with ability and experience

Location: Network Enterprise Center-Rock Island Arsenal; Rock Island, IL