Customer Service Associate

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for Customer Service Associate. This position, located in "Pensacola, FL".

Responsibilities:

Participate in a team environment, providing support to an end-user community on hardware, software and network related problems, questions, and use. Provide first level problem resolution with users; lead users through steps to determine problem, classify level, priority, and nature of problems. Work with general direction to assist in the evaluation, analysis, planning, and implementation of the testing and installation of new or enhanced hardware and software for LAN, LAN related systems, laptop and desktop computers. Collect and analyze data, prepare reports, analysis, and documentation related to client training requirements in the use of installed and planned hardware, commercial off-the-shelf software, and network products; and develop/provide training applicable to those requirements. Repair, replace, install, and provide maintenance of LAN, LAN related, and laptop and/or desktop computer components. Monitor hardware/software performance as required; perform server and workstation connection, configuration, integration, and testing. Schedule and perform preventive maintenance on all hardware systems as outlined in OEM specifications, and maintain log of all required repairs and replacements. Upgrade system components; exercise judgment and decision making skills to identify problem ownership and resolution. Possess high-level oral and written communications skills; effectively communicate with all levels of client management, contractor managers and client agency representatives; adept in generating and conducting briefings, presentations.

Specialized - Experience may include cable (Fiber, Coax. Twisted-Pair), workstation components (Interface Cards, floppy and hard disk, drivers) installation and configuration; network and laptop and/or desktop computer software (operating systems, office automation applications); testing system components; tracing and repairing outages; diagnostics; and minor hardware repair. Position requires IA Workforce (IAWF) certification IAW DOD 8570.01-M and SECNAV M-5239.2.

QUALIFICATIONS:

-Must be U.S. Citizen

- SECRET clearance

- DOD 8570.01-M and SECNAV M-5239.2 Certifications

- Associate's level degree from an accredited college or university in a related curriculum or major field of study or equivalent directly related work experience. A minimum of at least 60 classroom hours of related technical instruction is required.

- One (1) year of current, industry accepted technical support/maintenance experience on IT equipment. Requires experience in analysis, support, configuration, and maintenance of LAN, laptop and desktop computer applications. Hardware and software components and system maintenance shall include LAN workstation, server, or other components related to the LAN system, end-user laptop and desktop computer workstations.