



GOVERNANCE. PEOPLE. PROCESSES. TECHNOLOGIES.



Senior Customer Service

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

Responsibilities:

Manage and oversee the quality of all customer service technician services and deliverables, providing training and development support to less experienced customer service technician staff. Provide in-depth high-level support to end-user community on hardware, software and network related problems, questions, and use. Perform complex evaluations and analysis of new or enhanced hardware/software for LANs, LAN-related systems, laptop and desktop computers to meet customer requirements. Evaluate client training requirements in the use of installed and planned hardware, commercial off-the-shelf software, and network products; develop and provide training applicable to those requirements. Analyze requirements and implement solutions for facility management applications in a specified media. Configure applications software and interfaces for laptop and desktop computers to be used in conjunction with other computer hardware and various systems such as networks and CAD digitizing devices. Perform diagnostic testing and system troubleshooting on LAN equipment and laptop and/or desktop computer systems. Repair, replace, install, and provide maintenance of LAN, LAN related, and laptop and desktop computer components. 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 independent judgment and decision making to ensure problem ownership and resolution, and promote end-user satisfaction. 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. Experience may include cable (Fiber, Coax, Twisted-Pair), workstation components (Interface Cards, floppy and hard disk, drivers) installation; configuration (Multiple Access Units (MAUs), Attachment Unit Interfaces (AUIs), hubs, gateways, routers, bridges); 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.

Specialized – Five (5) years of recent diagnostics and trouble-shooting experience of LAN related components on a minimum of three (3) IEEE type LANs. 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. Requires extensive experience in analysis, configuration, and maintenance of LAN, laptop and desktop computer applications; specific knowledge of the hardware/software systems.

QUALIFICATIONS:

- Must be U.S. Citizen
- SECRET clearance
- DOD 8570.01-M and SECNAV M-5239.2 Certifications
- Bachelor'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 80 classroom hours of related technical instruction is required.
- Five (5) years of current, industry accepted technical support /maintenance experience on IT equipment. Intensive experience in analysis, support, configuration, and maintenance of LAN and laptop and/or desktop computer applications is required. Hardware and software components and system maintenance including LAN workstation, server, or other components related to the LAN system and end-user laptop and desktop computer workstations.
- If assigned as Task Leader, requires twelve (12) months experience in supervision of activities

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For more information or inquiries, please contact us at: jobs@directviz.com