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User Support/Helpdesk Tech

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for commercial and government clients, is seeking a full-time User Support Specialist/Helpdesk Technician for a DoD Federal Government customer at DMDC located at the Marks Center in Alexandria, VA.

Responsibilities/Duties:

Serve as a User Support Technician, performing Help Desk/Desktop related work for a 2000+ and growing enterprise. The candidate will:

- Handle IT incidents and requests received via telephone, email or Help Desk application.
- Use ticketing system to document symptoms and status information as well as assign an applicable priority.
- Provide first-level technical support using documented procedures and available tools in order to achieve first contact resolution.
- Advise and educate customers within procedural guidelines to ensure a complete solution to their technical or service questions.
- Identify and provide input on unique or recurring customer problems.
- Respond to inquiries and provide basic troubleshooting support for desktop issues, application software and/or hardware, user account security, communications, system policy guidance, laptops, software, printers, document scanners, Video Conferencing/audio-visual equipment, handheld devices, network service outages/disruptions and enterprise server outages/disruptions.
- Provide Level 1 and Level 2 Help Desk/Desktop support and work closely with other team members to resolve technical issues, as well as perform tasks such as Virtual Desktop Infrastructure (VDI) troubleshooting, user and group administration, sw installations, etc.
- Perform hardware setups, moves and pickups.
- Perform workstation updates and patching and ensure compliance standards are met.
- Handling IT incidents and requests received via telephone, email or Help Desk application
- Incident logging through the Help Desk application and managing/prioritizing workload.
- Use troubleshooting techniques and tools to resolve help desk and follow guidelines in issuing service calls / contacts.
- Escalate problems when unable to make proper determination.
- Log-in customer contacts and events.
- Advise and educate customers within procedural guidelines to ensure a complete solution to their technical or service questions.
- Identify and provide input on unique or recurring customer problems.
- Respond to inquiries pertaining to desktop issues, application software and/or hardware, user account security, communications, system policy guidance, laptops, software, printers, document scanners, audio-visual equipment, handheld devices, network service outages/disruptions and enterprise server outages/disruptions.
- Follow up cases and requests to completion.
- Ability to perform appropriate diagnostics to initiate problem management workflow process.
- Remote user administration.

Required Skills and Experience / Education, Certifications and Clearance

- Experience in an end user based environment
- Proficient in Microsoft Outlook experience required
- Good understanding of Microsoft Office 2010 products
- Bachelor's Degree in Computer Information Systems or Computer Science preferred
- Microsoft and Security + certification required
- 3 + years' experience in administering Windows desktops and operating systems
- Working knowledge of SharePoint preferred
- Information Technology Infrastructure Library (ITIL) foundation certificate preferred
- Excellent communication skills
- Ability to diagnose the cause of problems in a complex environment and to provide effective solutions quickly.
- Self-motivated and ability to work on own initiative in a pressure environment
- Must possess SECRET clearance for access to classified areas. Applicant will be subject to a government security investigation and must maintain program security clearance eligibility requirements.

To apply to this position, please email jobs@directviz.com

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