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Helpdesk Engineer

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for commercial and government clients, is seeking a full-time Helpdesk Engineer for our job site located at the Rocky Mountain Arsenal (RMA) near Denver, Colorado.

Responsibilities:

- Respond to all service calls to the Help Desk. Maintain a log of each service request and a customer support database of types and frequency of service calls. Provide monthly report showing all service calls, with disposition, as of last day of each month.
- Install, maintain, and replace hardware to include monitors, CPUs, video cards, keyboards, internal modems, memory boards and modules, math co-processors, CD-ROM drives, plotters, scanners, printers, cables, and other devices.
- Install network cards, identify twisted pair and do network punch-downs to connect personal computers (PC) to the local area network (LAN) as required.
- Install and maintain Army-standard software as well as unique software applications that have been pre-approved by the COR.
- Advise COR when illegal and/or non-standard, unapproved software is loaded on a PC.
- Maintain database lists of Government-owned computer hardware and software. Conduct ADP equipment and software inventories annually. Maintain an inventory database.
- Resolve all on-site hardware problems either by repairing the equipment or making determination that outside maintenance support is required.
- Analyze programming requirements and assist end users, along with technical personnel, in translating these needs into functioning system applications.

The environment at RMA demands a wide range of capabilities, including the ability to address system compatibility, storage space, ease of use, imaging process, network design, programming features and other factors. Applicant should be familiar with these issues. Information and data requirements here are made more challenging by accelerating technologies and the ongoing need to maintain a state-of-the-art operation. Applicant should be aware of this and willing to continue education to be able to handle emerging technology.

Qualifications:

Secret Clearance

- Bachelor degree in an IT field, mathematics, Engineering, or demonstrated equivalent. 2 years of documented relevant experience or an Associate Degree with 2 years of documented relevant experience may be substituted for the Bachelor degree.
- Security+ certification and CE requirements for IAT-II must be obtained within 6 months of being assigned IA functions.
- Experience in problem resolution of computer systems and/or providing phone or in person support to end-users.

Required Skills:

- Knowledge/experience in Microsoft Outlook, Windows 7.
- Ability to address system compatibility, storage space, ease of use, imaging process, network design, programming features and other factors
- Willingness to pursue continuing education in order to be able to handle emerging technology.