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## Help Desk/Systems Administrator

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for commercial and government clients, is seeking a full-time Help Desk/Systems Administrator (Tier 2/3 Support) at Edwards AFB, CA. This position will provide support services for the overall operational objectives of Advanced Research and Technology Enclave Management and Information Support 4 (ARTEMIS-4) Services provided are in support of the Air Force Research Laboratory (AFRL) West.

### Responsibilities:

- Provide Tier 2/3 technical expertise and guidance in support of the sustainment of the systems, maintain continued system performance and stability;
- Maintain all network and system architecture and design documents in accordance with set Standard Operating Procedures
- Provide routine maintenance, testing, diagnostic fault isolation, problem resolution, activation of features and/or equipment, software application installation/configuration, general information on features or capabilities of devices/equipment, account management, ticket resolution and escalation.
- Perform onsite installations or replacements of various hardware components, software repair, diagnostic testing, and the utilization of remote control tools used to take over the user's machine for the sole purpose of troubleshooting and finding a solution to the problem.
- Demonstrate knowledge of complex application software, operating system, and/or hardware testing process to include software security assessment and vulnerability/risk remediation. Demonstrate ability to research and develop solutions to new, unknown issues, or issues without viable work-around or resolutions.
- Coordinate with external support agencies or vendors for in-depth analysis. Evaluate each of these courses in a test case environment, and recommending the best solution(s) to the problem. Document the issue, analysis, and procedures and make them available for future troubleshooting and analysis purpose

### Requirements:

Secret Clearance

CompTIA Security+

3-5+ years of Help Desk and/or Window Systems Administration with user support, system upgrades, and security monitoring.

### Required/Desired Qualifications:

- Help Desk Experience
- Advanced desktop administration experience
- Software suitability and security assessment (DoD software testing) experience preferred.
- MCSA or MCP is preferred

To apply to this position, please email [jobs@directviz.com](mailto:jobs@directviz.com)

Web: [www.DirectViz.com](http://www.DirectViz.com) | Tel: 703.662.0099 | Fax: 703.662.0440

For more information or inquiries, please contact us at: [jobs@directviz.com](mailto:jobs@directviz.com)