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Help Desk Engineer

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for commercial and government clients, is seeking several full-time Help Desk Engineers for a DoD Federal Government customer. The work location is Beltsville, Md. A Secret clearance or higher is required.

Responsibilities:

Helpdesk Specialists will provide 24x7x365 support for a Service Desk. The work will be performed for a Federal Government customer.

Duties:

- Answer Help Desk phones and provide Tier I support to users on a variety of issues
- Respond to telephone calls, email and personnel requests for technical support
- Log and prioritize calls and provide reports as required on Service Level Agreements (SLAs)
- Document, track, and monitor the problem to ensure a timely resolution
- Possess strong customer service and communication skills
- Analyze, evaluate, and test software and hardware problems
- Handle heavy call volume

Experience:

- Experience using Microsoft Office tools
- Windows Operating System experience
- Customer service oriented with strong communication skills-both written and verbal
- Excellent interpersonal skills, including the ability to listen and understand what is being described
- Working knowledge of the Remedy ticketing system including creating, updating and closing tickets
- Experience with computer terminology and customer service/service desk operations

Requirements:

Must possess SECRET clearance for access to classified areas

High School diploma with 2-4 years of related experience

Certifications: Security+ or Network + or A+

Excellent communication and customer service skills

Computer terminology and computer systems experience

Remedy ticketing Systems experience preferred

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

Web: www.DirectViz.com | Tel: 703.662.0099 | Fax: 703.662.0440
For more information or inquiries, please contact us at: jobs@directviz.com