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Junior Help Desk Engineer

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for commercial and government clients, is seeking a Junior Level IT Help Desk Engineer. This position will be located at DISA, in Fort Meade, MD and may require shift and on-call work.

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.
- Provide phone support and Windows/UNIX troubleshooting including:
 - incident handling
 - incident reporting
 - security monitoring
 - escalation of tickets

Qualifications:

Active Secret Clearance

- General IT experience with Windows and UNIX

Required Skills:

- Candidates must have good communications skills