

Help Desk Specialist - Lackland AFB TX

JOB RESPONSIBILITIES (list in order of importance)

1. Provide phone and in-person support to customers for IT related issues including medical application
2. Resolve Windows desktop problems, including applications, email, directories
3. Enter tickets into trouble ticket system
4. Resolve printer problems and setup
5. On-call rotation with weekend support

WORK ENVIRONMENT:

USAF site supporting military command. Busy customer help desk will require ability to multitask.

Experience Needed:

- 2-5 years general experience including information systems customer support on networks and other work in client/server or related fields.
- MUST have A+ certification or Security+ and operating system (ie MCP cert)
- MUST have current Secret clearance (Interim not accepted) or NACI security clearance
- Knowledge of Microsoft Windows platform and office suites
- Working knowledge of trouble ticketing systems
- Proficiency with email, directories, and standard Windows desktop applications
- Basic understanding of networking
- Demonstrated ability to communicate orally and in writing and a positive customer attitude.
- With Bachelor's degree, 3 years of experience, of which 2 year must be specialized experience. No degree required with 5 years experience. Associate degree in CS, IS or related field can be substituted for Bachelor's degree.