

HelpDesk/Phone Support- Falls Church, VA

3-7 years in Tier 2 Desktop Support. Must have knowledge of installing and using MS windows 2000 and XP, MS office suite, and Novell Client. Networking experience is preferred. Must have excellent communications skills and be able to troubleshoot end user PC issues. MCP certification a plus.

JOB RESPONSIBILITIES (list in order of importance)

1. Provide phone support to customers for IT related issues
2. Resolve Windows desktop problems, including applications, email, directories
3. Experience with trouble ticketing system, HEAT knowledge preferred
4. Use remote logging tools- Dameware

5. Corel Suite exp. a plus.

Experience Needed:

- Bachelor's and 3 years experience or no degree and 6-7 years experience
- Microsoft Windows XP/2000
- Microsoft Office including Outlook-
- Working knowledge of trouble ticketing systems
- Novell Client