

Help Desk Specialists – Tier 1 and Tier 2 Support Positions - Norfolk VA

JOB RESPONSIBILITIES:

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

Tier 2 Help Desk Support Specialist includes network connectivity knowledge and experience including TCP/IP.

WORK ENVIRONMENT:

Work on base at Norfolk site supporting military command. Busy customer help desk will require ability to multitask.

Experience Needed:

- 4+ 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 (i.e. MCP cert)
- MUST have current Secret clearance or higher (Interim not accepted)
- 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 10 years experience. Associate degree in CS, IS or related field can be substituted for Bachelor's degree.