



JOB REQUISITION

FOWGroup Req. Number: 2007072004
Date Open: 27OCT2008
Job title: Help Desk Technician, Entry-Level
Positions: 1
Location: Crystal City, Virginia
Travel: Minimal
Clearance: Secret
Employment Type: Full Time
Education/Experience: High School Diploma
Salary: Competitive
Benefits: Pre-Tax Medical/Dental Insurance, Paid Vacation, Paid Sick Leave, Pre-Tax 401(k), Bonus Opportunity, Paid Training, Technology Refresh, Transportation Allowance, Growth Potential

Job Description: Systems Analyst/Engineer

This position is a contract position with the Office of the Secretary of Defense, Chief Information Officer, Enterprise Operations Support Team. The applicant will work on site, on location as part of a team to provide the OSD user population Tier one helpdesk support. The applicant's main duty will be to provide troubleshooting support to a user community employing computer systems and networks. Candidate will diagnose problems and provide applicable remedies. The candidate will answer and document all calls placed to the EOST helpdesk, as well as attempt to resolve the issues that are presented using tools made available. If resolution is not able to take place over the phone, a coordinated hand off of the ticket and all relevant information will take place to the next tier of support. All calls answered are recorded and dialogue is documented using the Remedy Action Request System. Other duties include being involved in projects as they arise, such as new system rollouts, software upgrades, and testing.

Position Requirements

This position requires an individual with a High School diploma and be able to demonstrate ambition, and an interest in starting a career in Information Technology. The applicant must have knowledge of computer hardware, and software systems. Also required is a minimum of 6 months of experience. A+ certification or equivalent may be substitute for experience. Applicants must possess strong verbal and written communication skills, and be adept at customer support. Ideal candidate is a self starter and able to operate in a team environment.

Applicants selected will be subject to a government security investigation and must meet eligibility requirements for access to classified information.
Equal Employment Opportunity