

## **EUCOM Service Desk Technician**

**Req #:** 11/2019-023

**Location:** International, DE - Stuttgart, Germany

**Job Category:** Information Technology

**Minimum Clearance:** Secret

### **Job Description**

Athena Technology Group (ATG) is looking for experienced, innovative and motivated IT Specialists to support enablement EUCOM's mission objectives.

This position is in support of a Department of Defense (DoD) organization, US EUCOM located OCONUS in Stuttgart, Germany. (*This position is required to travel OCONUS.*)

The Service Desk Technician is responsible for maintaining, analyzing, troubleshooting and repairing personal computer systems, hardware, software, computer peripherals, and end user devices. Assist users via remote access and phone. Provide support to users in resolving problems using service desk center tools. Support in the areas of electronic mail, account creation and maintenance, standard desktop applications, and above baseline COTS and GOTS applications. Triage and troubleshoot incoming issues and work with other teams as needed to identify root cause and resolution. Ensure tickets are addressed within identified Critical Success Factors (CSF) and in alignment with ITIL best practices. Ensure all actions are professionally and thoroughly documented within the ticketing system. Multiple device configuration including end user device support may be required. Assist in the creation and maintenance of documentation and SOPs.

Candidates need excellent problem-solving and customer service skills, as well as extensive experience with desktop hardware, software applications, operating systems and network connectivity. They must be customer service-oriented and proactive in anticipating and resolving problems while maximizing efficient use of computing resources.

The Service Desk Technician will be responsible for supporting systems, users and applications on a geographically dispersed Windows 10 Enterprise network. Provide Event Management, Incident Management, Problem Management, Request Fulfillment, Change Management, and Change Evaluation support. Provide Enhanced Trusted Agent (ETA) Support Services and Multi-Factor Authentication support services. Provide 24x7x365 support.

### **Required Qualifications:**

- Currently hold an adjudicated Secret Clearance and be able to maintain
- BA/BS + 3 years recent specialized or AA/AS +5 years recent specialized or a major cert + 7 years recent specialized or 9 years of recent specialized experience
- Microsoft Certified Solutions Associate MCSA: Windows 10/Office 365
- DOD 8570 IAT 2 compliance
- TESA eligibility

### **Desired Qualifications :**

- ITIL v3 – Foundation

- Automation using Microsoft PowerShell, VBScript, or batch files
- Adaptable to changing circumstances and operational needs
- Understanding of Department of Defense Military standards
- Experience working with basic networking to include foundations of Cisco Routers and Switches
- Experience with DoD IT security requirements