Computer Support Administrator (CSA) in SHAPE, Belgium

Req #: 11/2016-027
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 of 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 Computer Support Administrator is responsible for maintaining, analyzing, troubleshooting and repairing personal computer systems, hardware, software, computer peripherals, and AV equipment. Assist employees via remote access, phone, or in person. May also mentor or train other Computer Support Administrators. 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. Selected candidates may be required to provision and maintain mobile devices (NIPR, SIPR).

The candidate must be experienced in interfacing with both client managers and system users. Specifically the Computer Support Administrator will be responsible for supporting systems and applications on a geographically dispersed Windows 10 Enterprise network. Installing, configuring and maintaining desktop and laptop PCs, mobile devices and peripherals, such as printers. Installing and configuring application and operating system software and upgrades. Troubleshoot and resolve complex issues and work with other teams to identify root cause and resolution. The CSA should be versed in multiple device configuration including personal device support and configuration. Removing old equipment and performing data migration to new machines. Experience in implementation and administration of infrastructure services like FTP, IIS, DNS, DHCP, and GPOs is highly desired. The CSA should be able to analyzes user needs for business applications. Researches alternatives and proposes solutions. Coordinates hardware and software system installation and ensures specifications are met. Create and maintain thorough documentation for all desktop solutions and troubleshooting instructions in the Knowledge Databases. Working with hardware and software vendors to verify timely product delivery and ensuring that new equipment is installed and ready to operate on schedule Analyzing and making recommendations for hardware and software standardization. Additionally, the CSA will provide remote support and/or travel to customer sites as required.

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 (CompTIA Security +, equal or greater)

 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