

Computer User Support Specialist (Help Desk)

Job Location Fort Polk LA
Job Category PC System Support Specialist
 (Help Desk)

Athena Technology Group, Inc. is a Service Disabled Veteran Owned Small Business (SDVOSB) focused on Information Technology and Communications consulting, system engineering, integration, deployment and operation of state of the art command and control and information systems that deliver critical network centric solutions to the warfighter. With a proven track record of technical support to our customers, we are looking for innovative industry professionals to join our team.

Job Description

As the PC System Support Specialist this position is vital to the success of our program. The PC Technician interacts daily with the customer to ensure productivity. The PC Technician provides resolution to IT issues they may have with existing desktops, laptops, software installations issues, and other critical needs. The PC Technician works in a fast paced, dynamic, team environment supporting the Fort Polk NEC program at Fort Polk, LA.

Highlights of Responsibilities

- Provide highly technical Tier-II expertise in PC installation, configuration, application customization, testing and cut over support.
- Provide IT support using best practices in conjunction with existing policy and procedures within a government infrastructure environment.
- Follow pre-established guidelines for process to perform the functions of the position.
- Adhere to instruction from immediate supervisor based on re-prioritizing tasks based on customer needs.
- Provide primary support to customers remotely but must travel to various sites on base as needed to provide desk side support.
- Provide troubleshooting support for software and hardware.
- Resolve and document problems when installing and upgrading systems and software.
- Provide support for the administration of remote access systems.
- Provide troubleshooting and installation support for Tandberg desktop Video Conferencing (VTC) systems.
- Monitor all work orders and trouble tickets for status and compliance with established timeframes for work performance.
- Provide troubleshooting and installation support for Nortel and Cisco VOIP desktop instruments.

Requirements

- Active DoD Secret Security clearance
 - Active CompTIA Security+ CE or A+ CE certification.
 - Active MCSA Windows 8 certification or higher. (must obtain within 60 days of hire)
 - Minimum 2 years of applicable professional technical experience in computer systems software and hardware operation and maintenance within DoD environment.
 - Proficient in Enterprise ITSM.
 - Associates Degree in Computer Science , Information Systems , Engineering , Business , or related scientific or technical discipline (however , an additional two (2) years of related technical experience may be substituted).
- Additional Information

U.S. Citizenship and active DoD SECRET Clearance access are required for the position
Salary will be commensurate with experience. ATG is a growing company and there will be
opportunities for internal advancement. ATG is an Equal Opportunity Employer.