

Job Title:	Desktop Support Expert-Junior	EITSS LCAT:	S1/S2 Support Expert - Junior
Location:	Washington DC - Hybrid	Travel Required:	none

Job Summary

This position is located in Washington, DC at the Department of Transportation Headquarters' Building. SAIC is looking for an Executive / VIP Desktop Support Technician to provide day-to-day process and technical support to Political Appointees, Senior Executives, and their Administrative Assistants. This role requires a very high level of technical proficiency and requires an individual with executive presence and strong communication skills. The team member must quickly and effectively diagnose and resolve issues related to PCs/ Laptops, mobile devices (iPhones, iPads, 2-in-1 laptops), application software, telecommunication issues and potentially local network issues. The team member will perform general IT maintenance tasks and resolve moderate complex problems immediately; if needed, more complex IT issues will be escalated to a higher level of support. As needed, the team member will also recommend hardware and software solutions, including new product acquisitions and upgrades. He/she may conduct training programs designed to educate organization's computer users about basic and specialized applications. The work is performed in a Microsoft Windows environment. The successful candidate will possess exceptional communication skills and possess the ability to meet aggressive timelines in a very fast-paced environment. Must have strong customer service skills and be able to multitask between hardware and software solutions. We are looking for exceptional organization skills, scheduling, and the ability to document processes. Strong skills with imaging machines and troubleshooting during the image process are a plus.

Job Description

High Priority qualifications, skills, experience, certifications

Skills Required:

- Customer service and communication skills
- Troubleshooting Microsoft Windows 10 (mid-level)
- Installation and configuration of new machines in a Windows environment (mid-level)
- Smart cards / PIV cards (general knowledge)
- Experience with Office 365, VPN, Active Directory, Thin Client
- Provide Remote Tool Support
- Conference Room / VTC Setups
- Wireless Troubleshooting/iPhones and iPads

Certifications Preferred:

- HDI Desktop Tech
- ITIL V4

The support will range from simple to complex system issues and may include VIP support requirements.

The successful candidate will possess exceptional communication skills and possess the ability to meet aggressive timelines in a very fast-paced environment. Must have strong customer service skills and be able to multitask between hardware and software solutions.

We are looking for exceptional organization skills, scheduling, and the ability to document processes. Strong skills with imaging machines and troubleshooting during the image process are a plus.

Role and Responsibilities

The team member will perform the following:

- Customer service and interaction
 - Advanced troubleshooting and resolution
 - Imaging new machines
 - Remedy data entry (Asset Module, Incident Management module)
 - Deployment of new machines
 - New software installation

Qualifications and Education Requirements

Must possess a High School Diploma. Degree may be substituted with 4 additional years of related experience.

Skills Preferred:

Familiarity with Service Now

Familiarity with BMC Remedy

Technical Writing

Ability to work in a fast-paced environment

BMC Remedy/ServiceNow Asset and Incident Module (user-based knowledge)

Bomgar

MAC Troubleshooting

Outage Awareness/Management experience