

Position Title IT Support Specialist- **Senior**

Location: DOT HQ State: Washington, DC

Experience: Must have a minimum of 7 years of related experience providing IT Hardware and Software Deployment, Troubleshooting, and Problem Resolution support to end users.

Duties: Performs day-to-day activities required to provide Tier 2 and Tier 3 support to end users, to include, move/add/change of end user equipment, software install and upgrades, and general troubleshooting and problem resolution.

Note: Candidate must be a U.S. citizen or green card holder who has resided in the U.S. for at least 3 years and has the ability to obtain a public trust

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Job Summary : This position is in Washington, DC at the Department of Transportation (DOT) Headquarters' Building and is assigned to provide the below described services in support of the Desktop Engineering team. DOT is comprised of 9 Operating Agencies (OA) responsible for different aspects of transportation. Each OA has a diverse group of users, the majority of which are supported by the DOT's IT Shared Services (ITSS) organization. With varying requirements and processes, ITSS supports an IT infrastructure comprised of approximately 15,000 end user devices, and a customer base of over 10,000 end-users located at DOT headquarters and several field sites throughout the United States including over 850 servers located at two geographically disperse data centers (including virtual machines and cloud computing).

The candidate will be assigned to the Tier2 Desktop Engineering team and serve as a Desktop Engineer focusing on supporting customer requests and on the requests for technology refresh (replacement and upgrade of current desktops or laptops). The work is performed in a Microsoft Windows environment. Desktop Engineering / Customer support activities are performed within the DOT Headquarters building in Washington, DC.

Position: FT

This role requires a very high level of technical proficiency and requires an individual with executive presence and strong communication skills. Must quickly and effectively diagnose and resolve issues related to PCs/ Laptops, mobile devices, application software, and potentially local network issues. If needed, more complex IT issues will be escalated to a higher level of support. As needed, will also recommend hardware and software solutions, including new product acquisitions and upgrades. He/she will conduct training programs designed to educate and mentor desktop engineering team members.

The candidate will assist to develop, implement, and maintain policies and procedures regarding how issues are identified, received, documented, distributed, and corrected. The position requires overall knowledge of desktop support operations aligned to ITIL best practices and Standard Operating Procedures (SOPs), including incident, request, and knowledge management. 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

Duties: Performs day-to-day activities required to provide Tier 2 support to end users, to include, incident tickets and escalations. The candidate will also support IMAC Deployments (INSTALL/MOVE/ADD/CHANGE), software installs and upgrades, and general troubleshooting and problem resolution.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Must have a minimum of 5 years of related experience providing IT Hardware and Software Deployment, Troubleshooting, and Problem Resolution support to end users.

REQUIRED SKILLS

- Must be able to present at the Executive level
- Trusted professional who can work in a team environment and who can communicate and present effectively to Federal Government customers
- Ability to prioritize and work with multiple assignments simultaneously
- Demonstrated experience in delivering excellent technical/non-technical support with outstanding customer satisfaction, and timeliness – providing Service Delivery Excellence
- Positive and enthusiastic attitude
- Strong dedication to customer service
- Ability to learn quickly and adapt to ad-hoc changes in the environment
- Excellent time management skills
- Excellent oral and written communication skills.
- Communicate in a timely fashion
- Strong knowledge of Microsoft applications
- Demonstrated ability to solve problems efficiently, even under pressure
- Able to work closely with other technical teams to ensure coordination and communication takes place in support of the customer and team knowledge
- Follows various procedures and protocols for customer service as set by management
- Participates in projects throughout the company as needed
- Handle escalated calls or issues; escalates calls further when required or dictated by company policy
- Ensures timelines are met
- Track and report on key metrics like Desktop metrics, KPI's, and SLA's
- Complete weekly, monthly project deliverables, reports
- Use BMC Remedy (or equivalent) IT Service Management Software, including ad hoc report generation.
- Bomgar Remote Support
- Imaging and configuration of new machines in a Windows environment
- Smart cards / PIV cards
- Troubleshooting VPN- Cisco AnyConnect
- Active Directory
- Troubleshooting MS Windows 10
- Troubleshooting MS Office 365
- Understanding of Asset Management and Logistics/Inventory processes