

Position Description

Requirement By: ASAP
Target Start Date: ASAP

Position Description

Position Title: Help Desk Support Specialist

Program/Contract: Team Rome IT

Location: Rome, New York

Position Summary:

The desktop technicians (Tier 2) provides IT support to all users receiving core services from the AFRL/RIOS branch for including; delivery, installation, management, troubleshooting and repair facilitation. Restore normal service operation as quickly and efficiently as possible and minimize the adverse impact on business operations. IT core services consist of all areas IAW the instructions and guidance listed herein and applies to the Office Automation (Nonsecure Internet Protocol Router (NIPR)), Research and Development (R&D) or Defense Research and Engineering Network (DREN) and Secret Internet Protocol Router (SIPR) networks per assigned subnet or ticket. Troubleshoot and Resolve tickets for user incidents and problems under general supervision of mid-level and senior desktop support technicians.

Perform a wide variety of duties such as hardware and software incident troubleshooting and repair; fulfillment of approved service request and upgrades; and troubleshooting of peripheral devices. May interact with network services, Information Assurance and other groups to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

Duties & Responsibilities

Position Summary:

- The position provides resolution/escalation/tracking of requests for desktop support when first tier is unable to resolve the issue.
- Configure, maintain and troubleshoot: Information Systems (IS), PC desktops/laptops , peripherals, communication devices, support various Operating Systems (O/S) client and server, and desktop application software.
- Deploy PC systems within five (5) business days after receipt of user systems from ADPE Equipment Custodian (EC) and confirmed installation date/time with user
- Ensure all TCNO/Notice To Airmen (NOTAM) are properly applied to all systems within the specified suspense dates and report when completed via Information Assurance
- Install or assist with installation of client-based desktop software; report security breaches to IA Office; and provide software application assistance for commonly used office automation applications.
- Track ticket status using Remedy and update technical notes with meaningful details at a minimum of every three days.
- Resolve Remedy tickets within established contract thresholds
 - Low – This priority is to be used for all non-critical/non-essential service requests. Requires resolution within 5 business days for trouble tickets and 7 business days for work packages of initial notification.
 - Medium – This priority is to be used for all standard service requests. Requires resolution within 2 business days for trouble tickets and 5 business days for work packages of initial notification.

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- Serious Incident – This priority is only applied when a group of individuals are affected or an individual system is inoperable. A serious problem requires resolution within 24hrs of initial notification.
- Critical Incident– This level of priority is to be used when an entire Division or Directorate is affected. This priority will apply to high level individual requests requiring immediate corrective measures. Resolution will be within the same business day of notification.
- Resolve network/telecommunications, Hardware/Software, Applications related issues with users
- If necessary, work with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.
- Work with vendors or other technical resources to troubleshoot desktop support issues.
- Restore system to functioning state and gain customer concurrence for
- problem resolution.
- Resolve network/telecommunications related issues with users.
- May assist in the following support areas as needed:
 - Help Desk (Tier 1)
 - Staging/Destaging - Stage systems within 5 business days of receipt from ADPE Custodian and destage according to Air Force regulations and established procedures
 - VTC Support – scheduling, testing, setup, troubleshooting and facilitation
 - Audio/Video Support - Provide portable audio/video equipment setup and facilitation as requested (i.e. Reveille, Heritage Day, various ceremonies, etc.)
 - ADPE – Assist RIOS ADPE Management staff

Requirements

Education / Experience:

- High school diploma or technical certification in an IT related field and 2 years general help desk/desktop support experience or a two year degree in an IT related field and a minimum of 1 year general desktop support experience
- DoD 8570 IAT II certifications as required and current. CompTIA Security+ required to start. Windows 10 Computing Environment/Operating System Certification or Training Completion Certificate required within 6 months. Certification is preferred.

Skill Set:

- Support experience includes desktop, laptop, mobile devices, printer and peripherals, in a campus environment.
- Experience with Air Force approved Standard Desktop images (including but not limited to Windows 7/Windows 8/Windows 10) and approved software.
- Working knowledge of Local Area Network (LAN) infrastructure, server hardware and software platforms and related support tools.
- Experience with mobile device support to include but not limited to laptops and PDAs.
- May be required to climb ladders and lift up to 40 lbs

Special Conditions:

- U.S. Citizenship required.
- Ability to pass a background check.
- SECRET Clearance required
- Available to work between the contract hours of 0700-1700 Monday through Friday and outside duty hours by special arrangement.