

Help Desk Specialist - Level II – After Hours

ESF Description

Provides phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. Commensurate experience, certification and/or education. Apply enterprise tool (e.g. Remedy) for help desk support according to established procedures.

Minimum/General Experience

Three (3) years of technical experience in multiple aspects of telecommunications network architecture for private and commercially available applications. Possess subject matter expertise in network integration, network interoperability, network implementation, or network protocols. Demonstrates ability to work independently or under general direction.

Minimum Education

Bachelor's degree in Computer Science, Information Systems, Engineering, Math, Business or other related scientific or technical discipline.