

Job Title: Desktop Support Specialist II
Location: Fort Knox, KY
Type: Anticipatory
Salary: Commensurate with experience

Requirements:

- Minimum of five years of experience working with Microsoft Windows 10.
- Security Plus certification required.
- Active/recent U.S. government Secret security clearance

Desired:

- A+ or Network + certification
- MCSA certification
- Windows 10 certification

Job Description:

- Provide automation and network support, desktop/software/peripheral support for computers and peripheral devices.
- Provide end-user assistance, troubleshooting, issue resolution, installation, and reinstallation services in support of computers, applications, peripherals, and devices.
- Resolve Tier I (phone and remote support) and Tier II (touch-labor) service tickets dealing with desktop support.
- Provide responsive automation and network service support for customers requiring the restoration of normal operational service and those with operational questions or service needs.
- Respond to issues involving customer desktop hardware and software.
- Resolve issues such as print queue management, network connectivity and login credentials, virus and adware detection, operating system navigation and control panel tools and desktop application issues.
- Provide local touch-labor services including end-user device installation, troubleshooting, and repair.
- Install, troubleshoot, and configure Certificate of Net worthiness approved software and software developed for mission networks.
- Application support and analysis uses industry standard principles to improve current processes and respond to customer input and feedback.
- Install software updates, security updates, vendor patches, IA vulnerabilities, and related activities to end-user devices.

Physical Requirements:

While performing the duties of this job, the employee is regularly required to:

- Ability to perform analytical and methodical research.
- Talk and hear.
- Regularly required to sit, use repetitive wrist, hand, and/or finger movement.

Clearance:

Selected applicants will be subject to a government security investigation and must meet eligibility requirements for access to classified information.

Background Check:

Offers are contingent upon successful completion of professional reference checks, employment history verification, and criminal background screenings. Applicants must meet eligibility requirements for access to military installations.

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