

**Job Title:** Help Desk Support Specialist

**Location:** Fort Johnson, LA

**Type:** Full-time / Non-Exempt

**Salary:** Commensurate with experience

**Required:**

- **Active/recent U.S. Government Security Clearance**
- Minimum of 3 years Help Desk support experience.
- Windows 10 Training
- IAT Level II certification.
- **Must possess one or more of the following: GSEC, Security +CE, SSCP or CCNA-Security.**

**Desired:**

- Five years Desktop Support and IT related troubleshooting, installation, and configuration experience.

**Job Description:**

- Resolve workstation and server related issues.
- Complete troubleshooting, installation, configuration, and management requests.
- Ensure desktop programs comply with policies and security regulations.
- Catalog, maintain and track software distribution library.
- Verify license keys and quantities, report unauthorized software or software exceeding the quantities of licenses purchased, and remove unauthorized or excess software.
- Assist in the planning and execution of unit and system testing, application installation, and imaging remotely.
- Access, install and monitor software packages on IT systems and related hardware.
- Troubleshoot network printers and network digital senders utilizing Windows Server 2016 and HP Web Jet Admin Printer Management Tool.
- Access and resolve end-user permissions on computers, reconfigure file structures, and ensure all computers are protected from viruses and malware.
- Desktop Reimaging Services

**Physical & Mental Requirements:** Performance of essential and ancillary functions may require:

- Bending, stooping, and sitting.
- Walking or standing for prolonged periods.
- Ability to lift up to 50 pounds.
- Requires near vision acuity to review written documentation.
- Ability to hear and understand speech at normal room levels and on the telephone.
- Manual dexterity to operate a telephone and keyboard.
- Ability to lift horizontally and vertically.

**Clearance:**

Selected applicants will be subject to a government security investigation and must meet eligibility requirements for access to classified information. Hire dates are dependent upon the issuance of an interim or final government security clearance.

**Background Check:**

Offers are contingent upon successful completion of professional reference checks, employment history verification, and background screening.

GStek, Inc. is proud to be an Affirmative Action/Equal Opportunity employer. All qualified applicants will receive equal consideration for employment. GStek encourages veterans, disabled veterans, and disabled individuals to apply for any open position for which they feel they are qualified.

EOE Minority/Female/Veteran/Disabled