

Job Title: Desktop Support Specialist
Location: Fort Knox, KY
Type: Anticipatory / On-Site (no remote work available)
Salary: Commensurate with experience

Requirements:

- U.S. Citizenship
- Minimum of five years of experience working with Microsoft Windows and experience with Windows 10.
- Security Plus certification required.
- Experience with Network Printers and VTC operations.
- Experience imaging and maintaining laptops.
- Working knowledge of Networks/VLANS.
- 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.

Benefits Offered:

Medical, Dental, Vision, 401k (with discretionary annual match). Short- and Long-term Disability. Whole and Term Life Insurance. Paid Vacation, Sick Leave, Holidays, Bereavement, and Jury Duty. Employee Assistance Program.

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 background screenings.

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