

**Job Title: Desktop Support Analyst****Location:** Fort Meade, MD (Onsite position / no remote work available)**Type:** Full-time / Salaried Exempt**Salary:** Commensurate with experience**Requirements:**

- U.S. Citizen
- **Active/recent (last 24 months) U.S. government security clearance**
- Minimum 5 years of Microsoft desktop administration experience, preferably within a DoD facility
- Microsoft 365 Certified: Modern Desktop Administrator Associate or equivalent certification
- CompTIA Security+ certification

**Job Description:**

- Provide desktop/software/peripheral support.
- Provide end-user assistance, troubleshooting, issue resolution, installation, and reinstallation services.
- 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 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.

**Physical Requirements:**

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

- Talk, see, and hear.
- Use repetitive wrist, hand, and/or finger movement.
- Lift and move items up to 25 pounds.

**Benefits:**

- Medical, Dental, Vision
- Short- and Long-term Disability
- Whole and Term Life Insurance
- Aflac Supplemental Coverage
- Legal Assistance
- Paid Vacation, Sick Leave, Bereavement, Jury Duty, Military Duty
- 401(k)
- Employee Assistance Program

**Clearance:**

Selected candidates 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 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