

Job Title: Desktop Support Analyst

Location: Fort Meade, MD

Type: Full-time / Salaried Exempt

Salary: \$80-\$85k

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) / Match

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.

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EOE Veteran/Disabled