

Job Title: Data Center Support Specialist
Location: Fort Carson, CO (onsite / no remote work)
Type: Full-time Hourly Non-Exempt
Salary: \$40.00 - \$45.00

Required:

- **Active/recent U.S. government Secret security clearance.**
- Minimum of 3 years System Administration and/or Data Center support services and support experience, preferably in an Army Enterprise environment.
- Familiarity with security and data center management procedures.
- IAT Level II certification or higher.

Desired:

- Windows Server Operating System Training
- College Degree in computer science, cybersecurity or related field

Job Description:

- Resolve hardware, software, and general IT issues including working on complex IT systems and applications.
- Routine electrical and HVAC operations in relationship to normal datacenter duties
- Prepare, install, perform diagnostics, troubleshoot, replace, and/or decommission equipment.
- Utilize tickets in resolving assigned tasks in support of the data center.
- Provide technical assistance to customers.
- Provide troubleshooting on the network through fundamental understanding of the functions of, and interactions between network, storage, and server equipment.
- Update data center Standard Operating Procedures (SOP).
- Provide support in documenting changes and updating rack elevation diagrams, floor plans, and data center records (including information on cooling, space, and power).
- Support the change management process, provide Subject Matter Expert (SME) input, and execute changes as approved by the change management board.
- Provide routine inspection of the data center to improve and maintain high physical security standards.
- Make updates to data center records on the data center SharePoint site as needed.
- Utilize Army Portfolio Management Solution (APMS) in making necessary changes to reflect the current state of IT investments, IT capabilities, and IT systems used for managing mission-critical, mission-essential, and mission support systems.
- Perform routine inventories as directed by data center manager to ensure proper accountability of data center assets.
- Install, configure, troubleshoot, and maintain equipment and software, such as servers, storage devices, peripheral equipment, etc.
- Resolve an approximate average of 40 tickets a month.
- Assist in capturing and documenting data center records on the data center SharePoint site.
- Assist in the routine basic cleaning of the data center.

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 on successful completion of professional reference checks, employment history verification, and background screening.

GStek, Inc. is proud to be an 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 Veteran/Disabled