



Help Desk II

Education	Bachelors Degree in Computer Science, Information Systems, Engineering, or other related discipline preferred
Experience	Bachelor's Degree or 3+ years of relevant IT/Help Desk Experience or equivalent combination of education and experience
Citizenship Requirement	US Citizen
Clearance Required	Secret
Location	Edgewood, MD

Job Responsibilities:

- Interfaces with end users to independently resolve problems concerning system function(s) which have been escalated through a problem ticket process and generally are outside of established processes and procedures
- Perform technical functions such as system analysis, user and server accounts management, password resetting, evaluate software, create images, programming, provide users and technicians support, create alerts to notify team of new issues, update drivers, patches, software, etc. for the technicians' server, maintain terminal server, support 3rd party lab equipment/software, install and support client hardware/software for secure systems
- Communicate and inform manager of issues (e.g., High Priority client requests, project/task status, outstanding issues, research findings, procedural changes)
- Prepare plans for the resolution of complicated computer problems;
- Must be able to respond to Tier 2 Support calls outside normal business hours
- Conduct site surveys, relocation projects and PC deployments;
- Assesses and documents current site network, software and hardware configuration and user requirements.
- Performs miscellaneous technical and administrative tasks in support of the LAN or PC environment
- Updates all documentation affected by change as directed
- Performs other related duties as assigned



Skills Required:

- Proven ability to work independently, be self-motivated and work efficiently
- Candidates will be subject to a government background investigation for access to classified information
- Excellent organizational skills to balance and prioritize work
- Strong interpersonal and communication skills for interacting with team members and clients.
- Strong analytical and problem solving skills
- Willingness to travel
- Leadership skills to guide and mentor the work of less experienced personnel
- Combination of CompTIA, Microsoft, CISCO or similar certifications are a plus