



IT Customer Support Director

Education Bachelor of Science degree

Experience

- 10 years of related experience with no degree
- 6 years of related experience with a B.S. degree
- 4 years of related experience with a MS degree.
- 5 years of DoD experience preferred

Citizenship Requirement US Citizen

Clearance Required Top Secret, eligible for SCI

Certification A+ or Security + required
ITIL preferred

Location Stafford, VA

Job Responsibilities:

- Manage help desk that supports 1000+ users and exceed SLAs
- Manage support staff at multiple UNCLASS and CLASSIFIED locations
- Training support staff to leverage lessons learned and improving on the overall quality of services on a continual basis.
- Field, install, and upgrade computer systems to field offices.
- Troubleshoot connectivity
- Create, manage, and delete domain accounts
- Support printers and MFDs
- Train users

Skills Required:

- Experience providing MS Windows desktop support.
- Experience with utilizing trouble ticket software
- Experience with interfacing and presenting to customers daily
- Demonstrate process improvement, build credibility, lead and execute results.