Job Title: Help Desk Specialist
Grade: A2 Early in Career
Location: Patrick AFB, FL (on-site)
Position Number: J-BR12XR

Grit Government Solutions is seeking a Help Desk Specialist to join our team's efforts in supporting a multi-year contract near Florida's Space Coast. We seek proven expertise in improving systems security posture within the Department of Defense.

This is a contingent position based on Government contract award.

Principle Duties and Responsibilities:
- Diagnose and resolve customer reported system incidents, problems, and events.
- Install and configure hardware, software, and peripheral equipment for system users in accordance with organizational standards.
- Work with multiple centers to produce local solutions to unique network issues.
- Notify customers and work toward correcting network outages.
- Administer accounts, network rights, and access to systems and equipment.
- Provide support through familiarity with cloud computing, administration and support.
- Generate and/or provide inputs to technical reports as needed.
- Troubleshoot system hardware and software.
- Reset PKI pins
- Availability to provide after-hours support during mission demand-related surges.

Basic Qualification:
- Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education
- Possess a DoD 8140 Certification (e.g. Security+)
- UNIX/Linux Certification and/or Windows Certification
- Excellent written and verbal communication skills and ability to effectively interface with numerous cognizant security agencies, customers, and senior leadership.
- Experience with standard security and network environment tools and applications.
- Ability to manage multiple projects in a dynamic and demanding environment.
- Team player – Effective at organizing and motivating a diverse set of individuals to act as "one" in the pursuit of common objectives. Ability to build effective customer and partner relationships.
- This position requires a government TS-SCI security clearance. MUST BE A U.S. CITIZEN

Preferred Qualifications:
- Network+ Certification
- ITIL
- A+ Certification
- Former Microsoft Certified Technology Specialist
- Red Hat Certified System Administrator

EXPERIENCE LEVEL: Early to mid-level career

Travel Requirements
Up to 10%