

## Help Desk Technical Support Specialist

**Position Category: Full Time**  
**Location: Washington, DC (Onsite and Remote Work)**

### Company Profile

Systems Thinking & Solutions (STS) is an information technology and professional services company. Our mission is to extend the capabilities of our clients to acquire, manage, and continuously improve their information technology systems. Our core capabilities include: Help Desk / Service Desk Support; Enterprise Software Maintenance; Cyber Security; Systems Engineering; Modeling and Simulation; Project Management and Acquisition Support; Six Sigma and Business Process Reengineering; Business Analysis Support; Decision and Risk Management.

### Summary

The Help Desk Technical Support Specialist shall perform in a Technology Service Desk environment that assists the client in installing and using client supported software including: messaging client software, word processors, web browsers, anti-virus software, and customer-developed applications and remote access RSA SecurID, VPN access. The employee must be able to configure and troubleshoot Commercial off the shelf (COTS Software PCs, MACs, mobile devices: smartphones, tablets, printers, and multifunction devices. They must possess an intermediate to advance level of knowledge working with various Windows, MAC, iOS, and Android operating systems software, as well as intermediate foundational knowledge of physical, network and application layers, tools such as the TCP/IP protocol commands for resolving reported issues.

### Additional Details

- Ability to interact professionally with executive-level customers and management in resolving technical problems on an emergency basis.
- Proved Mobile Devise Support, Hardwar/Software installation and configuration support.
- Provide support for clients in installing and using client-supported software.
- Assist in developing user documentation/installation procedures.
- Maintain the knowledge base of commonly used end-user software and a working knowledge of hardware products and commonly used accessories, e.g., USB, scameras, accessories used for applications like Teams, Skype, etc.
- Provide consulting support to the client.
- Serve as a resource for solving user problems requiring an advanced level of technical support.
- Migrate user data upon request.
- Ability to create and image computers/laptops.
- Configure workstations to include but not limited to profile information, printer, dual monitors as applicable, etc.
- Must maintain a high degree of customer service for all support calls and adhere to all Quality of Standards.
- Provide front line phone, Live Chat, and Remote Desktop support, may be required to resolve requests via on-site visits(s).

- Provide support for application software installation and use.
- Provide Mobile Device Support, Android, iOS, Devices.
- Assist in developing user documentation/installation procedures.
- Assist in providing technical assistance ranging from system information and/or documentation to system configuration and problem resolution.
- Serve as the clearinghouse for posting "Alert" Notifications via Voice Mail, the client WEB Page, Usenet News Groups, and e-mail.
- Maintain the knowledge base for all client supported Software and a working knowledge of hardware and communication products.
- Apt to learn and maintain knowledge of all client support software, Cloud base software products, and customer Policies.
- Willing to participate in customer projects and initiatives for client customers.
- Serve as a resource for solving user problems requiring an advanced level of technician support,
- Serve as the technical resource ad solution-provider for the Technology Partners.
- Work closely with other customer groups to support current technology.
- Partners with vendors to identify and resolve problems.
- Confer with senior engineering staff to resolve more complex problems.
- Be self-motivated to work supervise and unsupervised as needed.

#### **Minimum Experience Level**

- One (1) year minimum experience with MAC OS
- One (1) year minimum experience supporting clients using remote access software.
- One (1) year minimum experience supporting remote connectivity (VPN)
- Three (3) years' experience of Active Directory User & Account Administration
- Three (3) years minimum experience in IT Call Center environment
- Three (3) years minimum experience with Microsoft Windows 10 and Office 365 applications
- Three (3) years minimum experience supporting Mobile operation systems, i.e., iOS, Android.
- Three (3) years minimum experience supporting Microsoft Office365 Pro Plus; SharePoint, and Exchange Online.
- Five (5) years' experience using BMC Remedy Incident, Change or Knowledge Management
- 1-year minimum experience supporting virtual conferencing solutions.

#### **Preferred Additional Experience**

- Five (5) years – an advanced level of knowledge working with various Window, MAC, iOS, Android operating systems software.
- Five (5) years of Active Directory User & Account Administration
- Five (5) years minimum experience with Microsoft Windows and Office 365 applications
- Three (3) years minimum experience supporting clients using remote access software.
- Three (3) years minimum experience supporting remote connectivity (VPN)

### **Required Skills/Certifications**

- Ability to interact with executive-level customers and management.
- Excellent customer service skills
- Ability to work in a fast-paced environment and meet challenging deadlines.
- Demonstrated excellent communication skills and telephone mannerism.
- Strong business/systems analysis experience working closely with users to resolve problems and capture new business requirements.
- Must be able to physically lift-up to 50 pounds of equipment.

### **Desired Skills**

- IT Program acquisition support.
- Requirements development and grooming.
- Eligible for the DOD 8570.01 IAT level I including current MCSA:WS2016 (or equivalent)

### **Preferred Additional Skills**

- CompTIA Certification preferred by not required.
- Related IT certifications preferred but not required.
- ITIL qualification preferred but not required.
- MCP Office 365 Certification preferred but not required.
- Experience with Mobile device Management Console (AirWatch, Apple Business Manager)
- Experience with MS Teams, WebEx, and Zoom applications
- Experience with Remote SEcureID console and Cisco AnyConnect

### **Education**

- Associates Degree
- Bachelor's degree, preferred

### **\*\*Security Clearance Requirement\*\***

**NACLC background check is required.**

**Applicants for employment in the US must have work authorization that does not now or in the future require sponsorship of a visa for employment authorization in the United States**

**ARM is a federal contractor and an EEO and Affirmative Action Employer of Females/Minorities/Veterans/Individuals with Disabilities**

**All employment decisions shall be made without regard to age, race, creed, color, religion, sex, national origin, ancestry, disability status, veteran status, sexual orientation, gender identity or expression, genetic information, marital status, citizenship status or any other basis as protected by federal, state, or local law**

**STS is an Equal Opportunity Employer**