Help Desk Specialist II Job

Employer Name:

SpiderID: 12459514

Location: San Antonio, Texas

Date Posted: 4/26/2022

Wage: Negotiable

Category: Information Technology

Job Code: 041

Help Desk Specialist  
  
San Antonio, TX  
  
\*US Citizenship Required  
  
Resource needed for the IRS Integrated Enterprise Portals (IEP) Service Desk team. This resource will be responsible for the following:  
  
 - Working with the IEP Service Desk team to assign, investigate, and resolve issues related to Platform Operations and Managed Application Services Operations  
  
 - Supporting troubleshooting sessions involving Accenture resources and client stakeholder groups   
  
 - Working to identify Service Desk process improvements  
  
 - Maintaining detailed, timely records of all client and stakeholder interactions with Accenture  
  
 - Creating accounts in Active Directory and the Project's ITSM tool  
  
 - Resetting Passwords for the client using Active Directory or ServiceNow  
  
 - Assisting users with logging into RDS &amp; connecting to VPN  
  
 - Creating user guides as needed for internal and client resources  
  
 - Assisting with doing a basic health check test of our apps   
  
 - Answer general inquiries, and route general inquiries to the appropriate teams  
  
 - Act as a liaison between our internal teams and client POCs  
  
 - Creating and reviewing status reports regarding Service Desk metrics  
  
Minimum Qualifications  
  
- Supporting technologies including:  
  
- Windows Active Directory  
  
- ServiceNow  
  
- MS Office Suite (i.e., Word, Outlook, Excel, and PowerPoint)  
  
- Remote Desktop Software  
  
- Cisco VPN (end user)  
  
- RSA Token (end user)  
  
   
  
Preferred Qualifications  
  
   
  
HS Diploma  
  
Active Public Trust Clearance Preferred  
  
Prefer 1-3 years as a Customer Service Representative or Help Desk operator  
  
#cjpost

Start Date: ASAP  
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: ASM Research

Company: ASM Research