IT Support Specialist - Job

Employer Name:

SpiderID: 12575526

Location: Richmond, Virginia

Date Posted: 5/26/2022

Wage: Negotiable

Category: Information Technology

Job Code: 2022-002

Job Responsibilities  
  
\* Diagnosing and resolving problems in response to customer reported incidents  
  
\* Planning and analysis of work processes,  
  
\* Researching and reporting trends and patterns of problems  
  
\* Developing training materials and performing computing/information system training sessions,  
  
\* Developing and maintaining problem tracking databases,  
  
\* Installing, troubleshooting, and maintaining hardware and software,  
  
\* Performing backup and recovery operations  
  
\* Consulting with users to identify needs and requirements  
  
\* Conducting feasibility studies and trade-off analyses  
  
\* Preparing business cases, and ensuring the rigorous application of information security/Cybersecurity policies, principles, and practices  
  
\* Support spans desktop, server, and network components.  
  
Location: Fort Belvoir/ Richmond-VA, Battle Creek-MI, New Cumberland /Philadelphia [Robbins St] -PA, Dayton/Columbus- OH, Tracy- CA  
  
Minimum Qualifications  
  
\* Bachelor's Degree in Information Technology, Computer Science or a related field or equivalent relevant experience.  
  
\* Six (6) years of progressive experience in the field of Information Processing, three (3) of which are specialized in Information Processing and involve a range of hardware/software solutions, two (2) of which are concentrated, hand-on experience in installing, diagnosing problems, and training customers in the use of software and hardware.  
  
Security/Certification Requirements  
  
\* Computing Environment: MCSE: 2012, MCSA:WS2012, MCSE 2016, MCSA:WS2016, MC Azure SAE, Microsoft Certified Azure SEA, Microsoft Certified Azure Administrator Associate or DLA approved CE  
  
Other Preferred Job Specific Skills  
  
\* Advanced knowledge of Microsoft Operating Systems and products that include Microsoft Windows 7 &amp; 8, Windows Servers, Microsoft Office and SharePoint 2013, Microsoft Lync 2013.  
  
\* Applies standard methodology, techniques, procedures and criteria.  
  
\* Ability to analyze, troubleshoot and resolve complex system hardware, software or networking related problems.  
  
\* Ability to plan and coordinate the deployment of new technology and resolve technical problems individually and as a senior project participant.  
  
\* Ability to communicate effectively, both orally and in writing and to translate technical terminology into terms understandable to non-technical employees.  
  
\* Exceptional customer service skills.  
  
\* Advanced experience with Citrix, SAN storage systems, VMware (vCenter)  
  
#cjpost

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

Contact Name: Dunhill Professional Search

Company: Dunhill Professional Search