Client Support Analyst - Washington DC Job

Employer Name:

SpiderID: 12517260

Location: Washington, District of Columbia

Date Posted: 5/11/2022

Wage: Negotiable

Category: Information Technology

Job Code: 2022-013

Job Description: Provides subject matter expertise and support to clients. Monitors products and services throughout the life cycle. Serves as a liaison between clients and the project team​.   
  
Location: Washington DC  
  
Job Responsibilities  
  
Providing design, development, and updates of website content, including data tables and graphics  
  
Create, maintain, and communicate solutions for IT device issues  
  
Provide training for agency products and procedures  
  
Writes and updates project documentation including system procedures, presentations, and provide inputs to training materials.  
  
Responds to user requests for common system needs. To include:  
  
Assisting users in upgrade of mobile and desktop/laptop devices  
  
Assisting users with troubleshooting device setup and issues (i.e. laptop, desktop, printer, scanner, monitor, etc.)  
  
providing general IT support (In person and virtually) to assist office staff with configuring computer hardware, software, systems, networks, printers, scanners, and other IT devices.  
  
Minimum Qualifications  
  
US Citizen with Public Trust Clearance (BAO Investigation)  
  
5+ years of relevant experience.  
  
Bachelor's Degree in Computer Science, Information Systems Management, or related field.  
  
3+ years of experience providing user deskside support  
  
3+ years of experience providing support for IT devices(e.g. encrypted USB drives, ergonomic keyboards, headsets, etc.)  
  
3+ years of experience providing support to users with troubleshooting device setup and issues (i.e. laptop, desktop, printer, scanner, monitor, etc.)  
  
Experience using windows systems and Microsoft office products  
  
Ability to communicate and train non-technical users on technical processes and procedures  
  
Preferred Qualifications  
  
Excellent customer service skills  
  
Ability to work independently and as part of a team  
  
Ability to track work and prioritize and provide timely responses to user questions and requests

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