



JOB DESCRIPTION – IT HELPDESK TECHNICIANS/APPRENTICES (entry-level / Tier 1)

TechResolve is a growing federal contracting firm seeking individuals eager to join our team as entry level Helpdesk Technicians on very busy federal government contracts. This is a dynamic position with lots of room to grow and advance any IT career, particularly for those new to IT and/or career transitioning.

TechResolve is looking for entry-level techs to support customers on day-to-day issues in the operation of standard PC equipment including desktops, laptops, thin clients, mobile devices, software, printers, peripherals, and basic networking.

Qualifications:

- Work on-site at the beginning of employment (may lead to remote work at a later time).
- Ability to attain and maintain a basic federal Public Trust security clearance.
- Excellent customer service and interpersonal skills as demonstrated by a work history reflecting ability to work well in a team environment; pleasant, professional, and courteous.
- Experience working in a dynamic environment and producing quality work with demanding timelines; excellent organizational & time management skills.
- Experience or familiar with ticketing systems (such as Remedy, Jira, Freshworks, Zendesk, ServiceNow and/or Spiceworks).
- Knowledge of networking, Windows 10, Microsoft Office/365 applications and software imaging.
- Experience modifying access to shared drives; working with remote access and mobile devices.
- Must be detail oriented.
- Knowledge of network printer troubleshooting.
- Ability to develop alternative solutions & problem-solving skills to solve Tier 0-1 technical problems.
- Excellent verbal and written communication skills.
- Excellent administrative skills: organized, efficient, and versatile.
- Work well under pressure and must be able to demonstrate the ability to multi-task.
- High school degree with a minimum of two (2) years of related experience (certifications & degrees are considered in lieu of experience).
- The successful candidate will receive a contingent offer based on the outcome of a government background check.

Duties & Responsibilities:

- Respond to and resolve customer requests in relation to software, hardware and network operations difficulties by providing fast, efficient, and friendly customer service within a high-volume help desk environment.
- Manage service requests, escalating as appropriate with follow up to resolution.
- Provide FCR (first call resolution) to commonly known issues, such as email access and computer problems, i.e. "I lost my password" | "My computer won't start!" | "I can't connect to the Internet".
- Ability to resolve issues via remote desktop control and/or via phone calls, e-mails, self-service requests or walk-in requests when appropriate.



- Make recommendations for securing and protecting computers, networks, and software applications by implementing detection & protection security measures (e.g., encryption, anti-virus, anti-spyware, etc).
- Log calls and issues into the incident management ticketing system (such as BMC Remedy), and escalate calls & issues to Tier 2 or other higher-level support groups when necessary.
- Provide end-user/account management support modifying profiles, setting up accounts, creation and modifications of distribution lists, security groups and email contacts. (Microsoft Azure Active Directory knowledge/experience helpful).
- Research customer concerns and find appropriate resolutions in a timely manner.
- Assists in providing documentation support, creating & updating technical and standard operating procedures (SOPs) to increase system literacy and self-sufficiency.
- Assist customers in the setup and administration of WebEx remote meetings.
- Provide basic support on IAM within the Microsoft's Security, Compliance & Identity (SCI) framework (certification not required, knowledge of helpful)
- Manage time and workload to meet predetermined service levels (SLAs).

Required Certifications:

- Must have a current A+ CE, Network+ CE, Security+ CE, CCNA, or other Level 1 certifications or higher. College degrees are also considered in lieu of certifications when related to the IT field.
- Must have a current Help Desk Institute HDI-CSR or HDI-SCA certification.
- Intro to Cybersecurity fundamentals from an approved entity.

TechResolve is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, disability, sex, sexual orientation, gender identity or expression, age, national origin, veteran status, genetic information, union status and/or beliefs, or any other characteristic protected by federal, state, or local law.

TechResolve, through STEM, is a social enterprise helping to make the world's technology ecosystem more diverse, innovative, and more efficient. We welcome all individuals to bring their energy and enthusiasm to the table. We seek out those with a willingness to learn as well as grow and help make the overall ever changing IT infrastructure more secure and competitive worldwide.

TechResolve will provide training to the right candidates willing to learn and commit to their IT career advancement; however, this level of training will take time. If you are interested in training for a direct job placement, feel free to contact our non-profit community training partner for more info @ www.urbaned.org.

Submit resumes via email to violetab@techresolve.us or online @ Indeed.com or ZipRecruiter.com.

Job Location:

2041 MLK Jr Ave SE, Suite M-2
Washington, DC 20020