

Job Title: Help Desk Specialist

Overview: Maintain company hardware, software, services, and policies by supporting users in day-to-day company operations including general troubleshooting, training, and application of fixes to ensure efficiency of operations.

Duties and Responsibilities:

- Lead Help Desk efforts to respond to support inquiries promptly and communicate with users regarding developments regarding the issue including
 - Resolve common issues related to workstation hardware, software, or company information systems,
 - Research and document processes for resolving recurring issues,
 - Make informed recommendations for new systems or processes to resolve reoccurring issues or improve efficiency company-wide, and
 - Maintain logs and documentation of issues, resolutions, and project tasks.
- Assist in the regular maintenance of company workstations and servers to address vulnerabilities.
- Inventory and deploy new workstation hardware to general staff.
- Maintain company networks and in-house servers.
- Support and administer third-party applications and cloud services.
- Manage user accounts, roles, permissions, and other aspects of an Active Directory domain environment.
- Update detailed documentation of company information systems and security measures.
- Research, test and evaluate hardware or software for company-wide implementation, as well as IT specific tools.
- Implement company policies and procedures for information security and computer best practices.
- Provide training to staff regarding computer best practices, common software usage and security compliance.
- Communicate with staff to collect feedback and recommendations for information system improvement.
- Assist in the regular maintenance of company workstations and servers to address vulnerabilities.
- Order, inventory, and deploy new workstation hardware to general staff.
- Other duties as assigned.

Skills and Qualifications:

- Working knowledge of Microsoft Office, Windows 10, and Windows Server 2012/2016/2019.
- Familiarity with Office 365, SharePoint, and Active Directory Administration.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions and deal with abstract and concrete variables.
- Must have the ability to obtain a Secret DoD Clearance.

Education/Experience:

- Relevant Associates degree or two years related experience and/or training, or equivalent combination of education and experience.

Preferred Qualifications

- Professional experience in a help desk environment.
- Familiarity with government standardization bodies, e.g., NIST, DFARS, etc.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties as assigned by their manager.