

HELP DESK SPECIALIST

Company Overview

Roku Management Consulting (RMC) is a premier consulting and general contracting firm specializing in personnel, professional, and information technology services. Founded by a service-disabled veteran with a mission to create opportunities and provide exceptional customer service, RMC has rapidly grown, securing several federal contracts within three years.

Job description

The Help Desk Specialist will resolve the most common help desk requests, in accordance with standard industry practices. The Tier I specialist shall triage all help desk requests and assign or escalate all tickets in accordance procedures. Tier I analysts shall take ownership of the chain of custody of all help desk requests either within or outside of the Service Desk queues.

Specific duties include:

1. Create and delete user account and electronic mailboxes to control access to network and application resources for onboarding and offboarding processes.
2. Set user account access to network resources based on the organization's system security design, job role and responsibilities, and need-to-know policies and guidelines.
3. Utilize IM Helpdesk Ticketing System to triage, assign, update, track, and provide the requested technical support services to the requestor for help desk requests.
4. Maintain computer systems and provide onsite/remote support during system outages.
5. Ensure that user community is provided with timely and accurate resolution to support requests in accordance with Information Management (IM) Performance Standards and IM Standard Operating Procedures (SOP), to be provided by OIG to the contractor at time of award.
6. Provide technical support on OIG's enterprise-wide software solutions to include all software approved for use by the organization.
7. Respond to customer issues via phone, email, computer chat, and in-person.
8. Provide end user training on the use of government furnished equipment and software.
9. Provide timely communications and responses to managers and end user requests for information concerning projects and taskings.
10. Pull internal system reports to include metrics and ticket life cycle processing.
11. Accurately document via the agency's ticketing system (currently BMC Footprints Service Desk System) and report all help desk requests received via telephone, email, voicemail, IM /chat, deskside, and walk-ins.
12. Operate within a continuously evolving hybrid environment consisting of on premises, private-cloud, and cloud-hosted infrastructure and service components.

Experience/Qualifications:

- **Secret security clearance is PREFERRED.**
- 2+ years of related experience with user support.
- Experience supporting a myriad of applications and services in a hybrid environment (on-premises, private-cloud, and commercial-cloud).
- Experience with Equipment Manufacturer (OEM) Windows laptops and desktops; Apple iPhones and iPads; different models of corporate multi-functional and desktop printers; mobile devices, to include Android and iOS mobile operating systems.
- Experience with Windows 10 or higher operating system and mobile device operating systems iOS and Android.
- **IT Infrastructure Library (ITIL) or Help Desk Institute (HDI) Certification(s) REQUIRED.**
- Knowledge of and experience with the majority of applications and services listed below:
 - Office 365 (Outlook for Email)
 - BMC Footprints Ticketing System
 - Microsoft Visio
 - Microsoft Project
 - VMware
 - SharePoint Online
 - Power BI
 - Teams
 - WebEX
 - Teammate Suite
 - Adobe Acrobat
 - Tableau
 - In-House Applications
 - AIMS
 - External Website
 - List Services
- One or more of the certifications listed below is strongly preferred:
 - CompTIA A+
 - CompTIA Network+
 - CompTIA Security+
 - Microsoft Certified Desktop Support Technician (MCDST)
 - Microsoft Certified Technology Specialist (MCTS)
 - Microsoft Certified: Modern Desktop Administrator/ Microsoft Certified: Security Administrator
 - Microsoft Certified: Azure Administrator Associate
 - HDI
 - ITIL

Schedule:

- Day shift
- Evening shift
- Monday to Friday
- Night shift

Experience:

- Help desk: 2 years (Required)

License/Certification:

- ITIL Certification (Required)
- HDI Certification (Preferred)

Benefits

- Employer-provided paid Medical / Dental / Vision insurance.
- 401K plan.
- PTO
- 11 Federal Holidays

*****All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.*****