

Job Description



Job Title:	Help Desk Technician – All Levels		
Location:	Various	Travel Required:	TBD
Level/Salary Range:	Dependent on Location and Experience	Position Type:	Varies
Date Posted:	Open Continuously	Posting Expires:	Open Until Filled
External Posting Info:	IMC Website		
Applications Accepted By:			
Fax or E-mail: (703) 318-8740 or michelle.dionne@imcva.com Email Subject Line: Help Desk Support Tech (general) <i>Preferred method of receiving applications is email</i>			
Job Description			

The help desk support technician delivers full-time customer service to the end user of computer applications and platforms in support of information technology at various client locations. An intermediate-level knowledge of operating systems, computer hardware, common applications (i.e., Microsoft Office, Adobe, etc.), and basic networking is required to be successful. This position requires the ability to multi task, prioritize, communicate clearly, and work with limited supervision.

Duties:

- Provide technical support to users for computer software and hardware.
- Assist with the installation of new software and hardware, versions and updates; adapt, configure and test computer software, hardware, and/or user systems for effective integration of software systems.
- Assist with the installation, testing, modification, troubleshooting and repair of computer hardware.
- Determine problems and resolve e.g., by replacing parts for modems, monitors, printers, memory chips, etc., sending out for repair, replacing software, or modifying files/configuration.
- Perform emergency virus rescue operations by isolating problems, tracking the infection, removing the virus, and counseling employees.
- Instruct users on proper use of software systems.
- Provide instruction and guidance for the users on revised interface techniques.
- Interact with the Information System Security Personnel to obtain, change, or delete user passwords. Receive, log and investigate customer service calls.
- Document and solve problems.

Required Education and Skills:

- Required education and skills are dictated by the client sites and locations. When making application, please list all current certifications and experience with operating systems, software, networks, and other technology.
- Knowledge of personal computers and personal computer operating systems, and software required to diagnose and correcting personal computer malfunctions.
- Knowledge of commercial off-the-shelf software, which runs on personal computers/notebooks.



Desired Education and Skills:

- Associates Degree or higher in computer science, information system technology, or equivalent field of study.

Background Information

IMC, a Service-Disabled Veteran-Owned Small Business, provides systems engineering and information technology services to government and commercial clients. Since its founding in 1989, the company has offered expertise in: software development, verification, and validation; technology and project forecasting; continuous feedback and organizational communications; training systems; IT architectures; and website development, maintenance, and help desk support. Find out more about IMC at www.imcva.com.

This position will be a part of IMC’s Information Technology Support Services Team at Fort AP Hill in Virginia.

IMC is an Equal Opportunity Employer

Approved By:	IMC HR	Date:	5 February 2016
Last Updated By:	AAW	Date:	5 February 2016