

Job Description



Job Title:	Desktop Technician		
Location:	Lakewood, CO; Loveland, CO; Phoenix, AZ; Folsom, CA; Billings, MT; Watertown, ND	Travel Required:	Minimal
Level/Salary Range:	Dependent upon Experience	Position Type:	Full-Time
Date Posted:		Posting Expires:	
Mandatory Job Requirements:	Must be willing and able to complete a DoE low risk background investigation for the position.		
Applications Accepted By:			
E-mail: Michelle Might, Corporate Recruiter, michelle.might@imcva.com Email Subject Line: Desktop Technician			
Job Description			

The desktop technician provides hardware and software support for users at all Western Area Power Administration (WAPA) facilities. The desktop technician position will include, but is not limited to, the following tasks:

- Receive and inventory new equipment orders upon arrival from vendors.
- Build and re-image desktop and laptops to WAPA standards.
- Install and setup VPN access and provide user training when required.
- Setup and deploy to user's desktop when scheduled, install all special applications and train user on any changes.
- Wipe hard drives of old computers as part of excess process.
- Move users to new cubicle locations as requested
- Provide onsite end-user support on hardware and software systems.
- Work with different vendors on warranty work.
- Receive parts from vendors and install in equipment for repair.
- Install and support non-standard software that is approved.
- Test and instruct new employees on system configurations.
- Help the call center with setting up large meetings when needed.
- Resolve issues related to virus or malware infection on users' computers.
- Test and train user on equipment before equipment leaves building.
- Research all software and hardware related errors for possible solutions.
- Troubleshoot software errors related to Windows Updates being installed.
- Maintain active directory computer OU structure.
- Perform yearly inventory of hardware equipment.
- Encrypt and decrypt laptops.
- Reset McAfee Endpoint Encryption user accounts.
- Pass information along to call center to keep them up-to-date with current issues and solutions.
- Train internal/external users on equipment.
- Travel to offsite and setup meetings when requested and approved by manager.



- Onsite troubleshooting and repair of desktop, laptop, and printer accessories.
- Keep informed of current technologies and driver changes with new Dell systems.
- Install and support following software: Windows server 2008R2, Windows Deployment Services, Microsoft Deployment Toolkit 2012, MS Office 2010 Suite, WordPerfect, Antivirus software, McAfee Endpoint Encryption, Active Directory, Adobe products, Roxio, Oracle, AutoCAD, and other government software packages for Engineering, Finance, Legal, HR and Records.
- Provide user support for all PC and some server related problems.
- Creating and maintaining documentation of new setup procedures, hardware repair/replacement and inventory maintenance.
- Order replacement stock parts and specialty parts required by users with special needs around the building.
- Keeping accurate records for asset tracking of equipment that hardware moves. All emails of asset moves, transfers, or excess equipment are archived for future use.
- Onsite repair of client systems including the replacement and reconfiguration of such devices as Pentium processors, system-boards, printers, LAN network cards, modems, controller cards, video graphics adapters, hard disk drives, floppy disk drives, CD-ROM drives, and power supplies.

Required Qualifications and Skills:

Note: These are mandatory items that all candidates must have when making application to IMC for this position. Please ensure that your submission addresses each of these requirement items.

Candidates without these required elements will not be considered.

- **Must be willing and able to complete a low risk DoE background investigation for the position.**
- Education/Experience
 - High School Diploma/GED required
 - One year of experience in Help Desk/Tier 1 support required or equivalent experience
 - A+ Certification preferred
 - Solid understanding of basic WAN/LAN topographies and networking
- Skills:
 - Verbal and written communication skills
 - Judgment, problem-solving, and decision-making skills
 - Ability to gain, understand and apply knowledge from technical manuals and SOP's
 - Ability to maintain confidentiality and professional decorum
 - Extensive knowledge of Microsoft Office 2003, 2007 and Microsoft OS Windows XP,7
 - Knowledge of Active Directory, Exchange distribution list creation, and remote user support
 - Linear troubleshooting skills
- Abilities:
 - Must be able to lift, carry, push, or pull up to 5 pounds 5% or less of the workday
 - Must be able stoop, kneel, crouch, or crawl 5% or less of the workday
 - Must be able to talk, see, hear, concentrate, think, and reason for most or all of the workday
 - Must be able to sit for prolonged periods of time throughout the workday



- Must be able to use a keyboard and do manual tasks for prolonged periods of time throughout the workday

Desired Qualifications and Skills:

- CompTIA A+ Certification preferred

Other Skills/Abilities:

- Each employee is responsible for practicing Environmental Safety and health (ES&H) measures daily. Each employee is responsible for becoming familiar with IMC ES&H policies and procedures and to practice said safety measures daily.
- IMC Quality Policy: IMC will meet or exceed customer requirements by delivering quality services and products in a timely, cost effective, and ethical manner and builds partnering relationships with all clients.

Background Information:

*Innovative Management Concepts, Inc. (IMC), a Service-Disabled, Veteran-Owned Small Business, provides a broad range of information technology services to government and commercial clients. Since its founding in 1989, IMC has offered solutions and expertise in: IT operations and maintenance, cyber security, systems and network engineering and support services, cloud/hosting services, software engineering and development, website services, software quality assurance and testing (including IV&V), and project management. IMC is certified in International Organization for Standardization (ISO) 9001:2015 Quality Management, ISO 27000:2013 Information Technology Security Management, and ISO 20000:2011 Information Technology Service Management. As a Service-Disabled Veteran-Owned Small Business, IMC places a special emphasis on recruiting and hiring veterans. Find out more about IMC at www.imcva.com. **IMC is an Equal Opportunity Employer***