

Job Description



Job Title:	Desktop Analyst		
Location:	Phoenix, AZ	Travel Required:	None
Level/Salary Range:		Position Type:	Full-Time
Date Posted:	26 January 2018	Posting Expires:	When filled
Mandatory Job Requirements:	High School Diploma/GED required At least 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		
Applications Accepted By:			
Fax or E-mail: michelle.dionne@imcva.com Email Subject Line: Desktop Analyst <i>Preferred method of receiving applications is email</i>		Mail: Michelle Dionne, Corporate Recruiter Innovative Management Concepts, Inc. 21400 Ridgetop Circle, Suite 210, Dulles, VA 20166	
Job Description			

The desktop analyst provides hardware and software support for users at Western Area Power Administration, located in Phoenix, AZ. The 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 on-site, end-user support on hardware and 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.
- On-site 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.
- On-site 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.

Other information:

- 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.

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.

- High School Diploma/GED required.
- At least one year of experience in Help Desk/Tier 1 support required or equivalent experience
- Solid understanding of basic WAN/LAN topographies and networking.
- Verbal and written communication skills
- Judgment, problem-solving, and decision-making skills
- Ability to gain, understand and apply knowledge from technical manuals and SOPs.
- 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.
- Ability to maintain confidentiality and professional decorum.
- Physical 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:

- A+ Certification preferred

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