

United States Jobs Expertini®

IT Help Desk Technician - New Orleans

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Company: RSDC

Location: New Orleans

Category: other-general

RSDCGroup, LLC (RSDC) is a Veteran Owned Small Business (VOSB) with a presence in the Washington, DC Metropolitan area headquartered in Arlington, Virginia with offices nationwide. We deliver results for our customers through accurate requirements capture and our Strategy to Operations solutions approach which results in positive impact and enduring change that drive value in our client's organizations. Alignment. It is more than a word to us - it is at the heart of what we do.

RSDC is seeking highly motivated individuals to join our team of technical help desk professionals. Employees in this role will serve as the first point of contact for IT problem resolutions for the Department of the Navy Enterprise Service Desk (NESD) and will assist customers by researching technical issues, exploring answers, and providing information and alternative solutions. This position will diagnose, resolve application issues, provide appropriate solutions and timely resolution of incidents, or escalation on behalf of the customer to ensure satisfaction. If offered this opportunity, you will provide support through a variety of methods including phone, email, chat, and enterprise ITSM.

Requirements

RESPONSIBILITIES

Assisting and supporting end-users with technical issues and questions related to

specialized Navy software systems and applications via multiple support channels including phone, email, chat sessions, web forms, and other communications methods available

Applying basic troubleshooting, issue isolation & diagnostic techniques to identify technical problems, investigate causes, and recommend solutions, or escalate tickets in accordance with existing SOPs, work instructions & knowledge articles

Thoroughly documenting requests and incidents according to business processes and standard operating procedures

Documenting detailed, specific work notes regarding the interaction with the customer

Providing case status updates to management and end-users according to service level guidelines

Maintaining a high level of courteous customer service at all times

Communicating with customers at all levels of technical and non-technical skills set

Knowledge, Skills, Abilities & Experience

General experience:

Intermediate level of technical experience with software

Experience providing support via remote tools

Demonstrated root-cause analysis skills

Specialized experience:

Experience in analyzing and troubleshooting military software systems preferred

What We Are Looking For

You **MUST** have:

A high school diploma or equivalent; AND

2 or more years of related experience

SECRET government clearance

Ability and willingness to obtain an ITIL or HDI certification within 90 days of hire

Ability and willingness to work and adhere to any full-time shift in our structured, 24 X 7 help desk environment

We **PREFER** you have:

Experience with Navy Applications such as My Navy Assignment (MNA), NSIPS-Active, NSIPS-Reserve, Navy e-Learning, My Navy Portal (MNP), DON TRACKER, Medical Readiness Reporting System (MRRS), SPIDER, or Computer Network Defense - Ashore/ Afloat

Benefits

Health Care Plans, various options (Medical, Dental & Vision)

Paid Holidays

Paid Time Off/Vacation

Retirement Plans / 401K Matching

Tuition Assistance

Employer Paid Short Term & Long Term Disability

Employer Paid Life Insurance

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