

Helpdesk Supervisor (1 openings) NAH1

Location: Pentagon, DC

Responsibilities:

- Helpdesk manager supervising and performing technical support in Windows and Macintosh networked environment.
- Tracks customer calls for assistance, assigns team members to provide support, and follows up to ensure work was accomplished.
- Tracks trends and recommends corrective actions.
- Ensures compliance with applicable security and property accountability requirements.
- Assists users via phone and field support in a wide range of Windows computer issues.
- Installs, upgrades and maintains desktop and portable computer hardware, software, printers, and peripherals.
- Enters and updates tickets in Remedy.
- Tracks and manages software licenses.
- Assists with deployment of security patches.
- Provides minor network cabling installations and modifications as required.

Minimums

- Bachelors degree from an accredited college in a related discipline, or equivalent experience/combined education, with 7 years of professional experience; or 8 years of professional experience with a related Masters degree. Considered an emerging authority.
- Experience can be substituted for education.
- Minimum one-year supervisory experience.

Required Skills:

- Ability to work independently on special projects with little supervision. Attention to detail is critical and must be able to work well in a dynamic team environment.
- Communicate well orally and in writing. This position exposes the incumbent to high-level DoD military and civilians. **"People skills"** are essential.
- Experience with MS Office and other network-enabled applications.

Desired skills

- Microsoft certification