



Desktop Support Technician

Who we are

InfoStructures, Inc. is a network consulting firm located in Rockville, MD. Since 1988 we have been commanding leading-edge technologies and techniques to improve the working lives of others. We are seeking energetic, highly-motivated, qualified network engineers with the right attitude toward customer service. We place great value in the work our engineers do and in the difference their efforts make in people's lives.

What makes us different from other networking companies? It's simple: the quality of our services and our attention to detail.

What experience you need:

Two years plus (2+) of real world desktop systems support, preferably in a consulting environment. You should have:

- ❑ Problem-resolution skills
- ❑ Ability to weigh a number of options and provide the most efficient and cost-effective solution
- ❑ Excellent oral and written communication skills, including an ability to deal with people at various levels, from technician- to executive
- ❑ Strong ability to build client relationships.

Working knowledge of installing, configuring, and troubleshooting products in the following areas:

- ❑ Windows Desktop Operating Systems (XP Pro, 2k Pro, Vista)
- ❑ Basic hardware including Dell/HP system boards, CPUs, RAM, IDE, SATA, SCSI, SAS Hard Drives, CD/DVD Readers/Burners, Printers, Scanners, etc.
- ❑ Basic local and network connectivity including troubleshooting TCP/IP, DHCP, NICs, DNS, USB, FireWire, network drive mappings, etc.
- ❑ PC configuration distribution tools (e.g., SysPrep, Ghost, SMS, etc.)
- ❑ PDAs/smart phones from various vendors (e.g., Blackberry, Treo), and associated desktop management and synchronization software
- ❑ MS Office 2000/XP/2003/2007
- ❑ Outlook 2000/2003/2007 including basic client-side email troubleshooting
- ❑ McAfee/Norton Anti-Virus programs and various anti-spyware utilities

What education/training/certification you need

MCP or MCSE in Windows 2003 **REQUIRED!**

What you will do

You will provide on-site and remote support to various clients, in Windows 2003 R2 Active Directory environments.

You may also be involved with:

- ❑ Documenting and defining policies and procedures
- ❑ Create technical reports and documentation
- ❑ Complete other duties as assigned

Where you will do it

You will work in client sites in and around the Washington, DC area, with some work at InfoStructures' headquarters in Rockville, Maryland.

Benefits

InfoStructures provides a comprehensive benefits package that includes paid vacation, personal/sick days, health insurance coverage, and a 401(k)/profit sharing plan.

Please forward cover letter, resume and salary history/requirements to personnel@infostructures.com. InfoStructures is an Equal Opportunity Employer.