



Office Applications Expert/Trainer

Who we are

InfoStructures, Inc. is an information technology services firm located in Rockville, MD. Since 1988 we have been employing leading-edge technologies and techniques to improve the working lives of others. We are seeking an energetic, highly-motivated, qualified Office Applications Expert/Trainer for a federal client with the right attitude toward customer service. We place great value in the work our people do and in the difference their efforts make in people's lives.

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

General

The Office Application Expert/Trainer will be responsible for improving users' knowledge of enterprise-wide commercial-off-the-shelf (COTS) software applications at a federal agency. He or she will provide primarily intermediate and higher telephone-based application software support. The successful candidate will also conduct training activities and support other IT department initiatives.

What experience you need:

- **Three years plus** (3+) providing application support and training services to enterprise customers.
- Experience supporting:
 - Microsoft Office 2003 and 2007, including MS Word, MS Excel, MS Outlook, MS Powerpoint
 - Adobe Acrobat and Adobe Illustrator
 - MS Internet Explorer, Mozilla Firefox, MS Project, MS Publisher
 - Microsoft Windows Operating Systems
- Ability to answer most intermediate level questions during the initial customer call, with research needed for only the most difficult calls.
- Excellent communication skills and good interpersonal skills are required.

What education/training/certification you need:

- Bachelor's degree desired.
- Microsoft Certified Application Specialist (MCAS) or Microsoft Office Specialist (MOS) desired.

What you will do:

You will work within a Federal customer's IT department, lending your expert technical assistance in supporting (COTS) software applications, handling questions of use and troubleshooting problems. You will work independently and in conjunction with other staff members of the IT Department as required. You will be expected to serve as the subject matter expert during the development of COTS software documentation by technical writers.

DAY-TO-DAY TASKS

- Respond to user requests for assistance with COTS software applications and general office automation issues, including those issues escalated from other Help Desk personnel. Questions will be intermediate level and higher MS Office and Adobe questions regarding the use and capabilities of the products, especially "how-to" questions that may arise.
- Provide guidance and support to the desktop services group when troubleshooting COTS software issues desk-side, including post-upgrade errors, enabling staff to handle frequently asked COTS software questions and problems.
- Consistently and accurately track, update, and close assigned support requests using a help desk ticketing system.
- Assist with development of COTS software documentation.
- Perform other related duties as assigned by the Help Desk Manager in support of the customers.
- Answer general calls when not engaged in COTS software support.

TRAINING TASKS - OCCASIONAL

- Provide classroom, "brown bag", and desk-side training on the Microsoft Office and Adobe products.

Where you will do it

You will work at Federal client site in Northern Virginia.

Security/Personnel Requirements

Successful candidates must pass a federal civilian background check.

Benefits

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

Please forward **cover letter, writing sample, resume and salary history/requirements** to personnel@infostructures.com or fax to Personnel at 301.417.7177. Equal Opportunity Employer.