



US-DC-Washington/Metro Service Desk Manager/Training Specialist

Who we are

InfoStructures, Inc. is an IT consulting services 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 an energetic, highly-motivated, qualified Service Desk Manager/Training Specialist 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.

What experience you need:

At least three (3+) years managing an ITIL-focused service/help desk

At least three (3+) years providing Tier I and Tier II service/help desk technical support;

At least two (2+) years providing end-user training in structured and unstructured settings

- ❑ Superior customer service skills; excellent oral and written communication skills, including an ability to deal with people at various levels, from technician to executive
- ❑ Ability to identify training opportunities, create training materials and provide training to end-users on various technologies
- ❑ Outstanding problem-resolution skills
- ❑ Beyond simple working knowledge of ITIL, the ability to drive the development and manage an ITIL-focused Service Desk environment
- ❑ Ability to manage and direct Service Desk personnel with a focus on meeting customer requirements and meeting SLAs
- ❑ Ability to understand and categorize technical issues at a Tier II level
- ❑ Ability to weigh options and provide the most efficient and cost-effective solution from a number of options

Working knowledge in supporting as many of the following areas as possible:

- ❑ Windows Active Directory
- ❑ Windows Desktop Operating Systems: XP, Windows 7
- ❑ Laptop and Desktop hardware and peripherals
- ❑ Network printers
- ❑ Ethernet and TCP/IP Connectivity, including cabling
- ❑ PDAs and Blackberrys
- ❑ Enterprise Antivirus/Antispyware Technologies
- ❑ Internet technologies (browsers, plug-ins)
- ❑ Remote control/management software, e.g. MS Systems Center
- ❑ PC configuration and patch distribution tools (e.g., Ghost, WSUS, ScriptLogic, SMS)
- ❑ Virtual desktops
- ❑ Health care applications
- ❑ MS Office Suite
- ❑ SharePoint
- ❑ Adobe Acrobat

What education/training/certification you need

Required:

- Bachelor's degree
- MCSA
- ITIL Foundation Certificate

What you will do

As the Service Desk Manager at a growing health care client, you will:

- ❑ Participate and contribute to the formal creation of the Service Desk, including the Service Desk management software
- ❑ Manage service desk staff
- ❑ Provide service desk coverage and escalation (Tier 2) support
- ❑ Create, implement, and enforce policies and procedures for Service Desk team based on ITIL guidelines
- ❑ Track and monitor service desk requests; identify incidents and problems
- ❑ Monitor and Report on Service Desk SLAs, including ticket close rates, communications requirements to customers, etc.
- ❑ Work with other IT department team members to escalate issues and provide seamless customer interface on issues
- ❑ Interface with client IT management and InfoStructures' management staff
- ❑ Support special projects; participate in change control boards
- ❑ Complete other duties as assigned

Where/When you will do it

You will be working at a client location in Rockville, Maryland.

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, resume and salary history/requirements to personnel@infostructures.com. Equal Opportunity Employer.