InfoStructures

Better Networks®

Desktop Support Technician - NYC

Who we are

InfoStructures, Inc. is an information technology services firm located in Rockville, MD. Since 1988 we have been applying technology to better the workplace. We place great value in the work our people do and in the difference their efforts make in people's lives.

We are seeking energetic, highly-motivated, qualified desktop support technician to support our government clients in New York City as well as to provide remote work.

What experience you need:

Two years plus (2+) of real world desktop systems support, preferably in an enterprise environment, and *recent and relevant experience* in Windows 7, 8.x and 10 laptops/desktops/tablets. You should also have:

- ❑ Tremendous attention to detail
- ❑ Excellent problem-resolution skills
- ❑ Ability to weigh a number of options and provide the most efficient solution
- ❑ OUTSTANDING oral (in person/phone) and written communication skills, including an ability to deal with people at various levels, from technician-to executive
- ❑ Strong ability to build client relationships

Thorough working knowledge of using products in the following areas:
- ❑ Windows 7, 8.x, 10 OSes – including device and driver installation, troubleshooting and patching
- ❑ MacOS installation, configuration and support
- ❑ Various Windows imaging technologies, including MDT deployments
- ❑ Various Windows migration tools such as PC Mover or Windows Easy Transfer Migration Wizard
- ❑ Remote desktop management tools, e.g., Dameware, RDP
- ❑ Basic hardware including Dell computing platforms, CPUs, RAM, Hard drives, USB peripherals (e.g., printers, scanners)
- ❑ Basic local and network connectivity including troubleshooting TCP/IP, DHCP, NICs, DNS, network drive mappings, etc.
- ❑ Mobile devices (e.g., iPhone, iPad, Android platforms) and iTtunes
- ❑ Office 2016, esp Outlook, Word and Excel
- ❑ Antivirus utilities
- ❑ Service Desk Management Systems such as HEAT or ServiceNow

Desirable training/certifications you should have:
- BS Degree
- A+/Net+
- MCTS in Windows Configuration

What you will do

You will provide remote- and on-site desktop, laptop and mobile (e.g., iPhone/iPad) support for users at various government client locations in in the NYC area. This will include troubleshooting incidents and problems as well as handling request for services, e.g., installations, configurations, moves, migrations, upgrades. You may also be involved with:
- Configuring network devices/printers
- Completing project work, such as patching remote systems
- Documenting and defining policies and procedures
- Creating technical reports
- Completing other duties as assigned

Clearance Requirements

Ability to pass a corporate and Federal background check and drug screening. Previous Federal Agency check (or higher) clearance preferred.

Where you will do it

You will work in various locations in New York City (primarily Manhattan). You may be required to travel to the Washington, DC or other client locations as required.

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