



## Desktop Support Technician

### 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 an energetic, highly-motivated, qualified Desktop support technician to support our government client.

### 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 10 (also 7, 8.x) – including device and driver installation, troubleshooting and patching
- Various Windows imaging technologies, including MDT deployments
- Various Windows migration tools such as PC Mover
- Remote desktop management tools, e.g., Dameware, RDP
- Hardware familiarity with Dell computing platforms, (both desktop and laptop), 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 iTunes
- Office 365/Office 2019
- 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 a government client. 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
- 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. Previous Federal Agency check (or higher) clearance preferred.

**Where you will do it**

You will work primarily in various client locations in Washington, D.C. Main location is Metro accessible.

Please forward cover letter, resume and salary history/requirements to [personnel@infostructures.com](mailto:personnel@infostructures.com). InfoStructures is an Equal Opportunity Employer.