



Applications Customer Support Specialist – Herndon, VA

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 Applications specialist to support a dynamic Federal customer environment in Herndon, VA.

Characteristics we seek:

- A commitment to perpetual learning and professional development, including learning various customer-facing applications and developing expertise in the usage, administration, procedures and vagaries thereof.
- High energy, initiative and motivation to be fully engaged
- OUTSTANDING oral (in person/phone) and written customer service skills, including an ability to deal with people at various levels, from technician-to executive
- Strong ability to build relationships with clients, co-workers and management

What experience you need:

- Two years plus (2+) of real world experience providing application support
- Proficiency with various Mac, Windows and mobile browsing platforms

Desirable training/certifications:

- Bachelor's Degree

What you will do

- Accept help desk referrals for Tier 2 user support for certain Commercial Off-the-Shelf (IBM Tririga) and custom applications
- Provide assistance to IT project managers in troubleshooting, operations and implementation of said applications
- Self-train on said applications
- Complete 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 one location in Herndon, VA.

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