



Desktop Build and Replacement Specialist

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 Replacement Lead.

What experience you need

Two years plus (2+) completing desktop replacements/migrations in a government enterprise environment, and at least 3 years experience mass deployment of Windows PCs. You should also have:

- Superior organizational skills
- OUSTANDING oral and written communication skills, including the ability to deal with people at various levels, from technician to senior manager
- High energy, ability to learn quickly and to rapidly adapt to dynamically changing situations/schedules
- Exceptional abilities in organizing, managing, and integrating information from diverse sources, including email, spreadsheets, reports and software tools
- Strong ability to build client relationships

Thorough working knowledge of using products in the following areas:

- Windows 7 and 10 OS
- Imaging technologies such as Microsoft MDT
- PC Mover, Microsoft USMT, other transfer tools
- SCCM Remote Viewer/Remote Desktop/Dameware
- Office 2013/2016, including Outlook
- Ticketing systems including HEAT

What education/training/certifications are desired

- Two- or four-year college degree
- Project management experience

What you will do

You will coordinate and schedule PC replacement for multiple clients in the Maryland, DC and Northern Virginia areas. You will build, working with scheduling team, install onsite and migrate user items, test and ensure all working order. You will report on status and ensure sufficient progress daily/per assignment. Other duties may also be assigned including assisting with answering technical phone calls at corporate office for Tier I, II and III level tasks.

Clearance Requirements

Ability to pass a corporate background check, to include civil/criminal and driving history.

Where you will do it

You will work from InfoStructures' headquarters in Rockville, Maryland with site visits to client sites in the Washington, DC metro area (local travel is a must).

Hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

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 or fax to Personnel at (301) 417-7177. Equal Opportunity Employer.