InfoStructures — Better Networks ®

Tier 3 Helpdesk Specialist

Who we are
InfoStructures, Inc. is an information technology services firm located in Rockville, MD. Since 1988 we have been employing leading-edge technologies and techniques to improve the working lives of others. We are seeking an energetic, highly-motivated, qualified Help Desk Assistant 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:
Experience providing helpdesk and server support for our clients as well as internal projects. You should have:

- Superior problem-resolution skills
- Understanding and past experience working in an IT consulting environment supporting a wide range of clients, vertical markets (healthcare, finance, non-profit) with different levels of technology.
- Ability to understand and categorize technical problems
- Organization skills to keep multiple tasks prioritized to ensure proper timing
- Ability to work in a fast paced environment
- Outstanding phone and people skills
- Remote and on-site problem-resolution skills
- Excellent oral and written communication skills, including an ability to deal with people at various levels, from technician to executive
- Strong ability to build client and peer relationships

Working knowledge of installing, configuring, and troubleshooting products in the following areas:
- Windows Desktop Operating Systems Windows (Win7/8/10) and MAC
- Laptop and PC desktop hardware
- MS Office (Word, Excel, Outlook at minimum) 2010/2013/2016/2019
- Tablets/Phones from various vendors (e.g., iPads, iPhones, Android) and associated mobile device management and desktop synchronization software
- Anti-Virus/Anti-spyware/Malware software

- Internet technologies (Chrome, IE and Mozilla browsers + plug-ins)
- PC Connectivity (cabling, TCP/IP)
- Basic hardware including Dell/HP system boards, CPUs, RAM, SATA/SAS/SSD Hard Drives, CD/DVD Readers/Burners, Printers, Scanners, etc.
- PC configuration tools (e.g., SysPrep, Ghost, SCCM, drive cloning)
- Basic email troubleshooting
- Microsoft Windows 2008/2012/2016 Server with a basic-level understanding of Active Directory design and implementation
- Basic local and network connectivity including troubleshooting TCP/IP, DHCP, NICs, DNS, USB, FireWire, network drive mappings, etc.

What education/training/certification you need
CompTIA A+ or Net+ ***REQUIRED!***
Microsoft MCP ***REQUIRED!***
MCSA/MCDST desired
Bachelor degree desired

What you will do
You will work primarily out of our Rockville offices and will provide on-site and remote support services to our commercial and government clients, mostly in Windows 7/10 and 2008/2012/2016/2019 server environments. You are expected to:

-Respond to phone and/or email requests
-Visit client sites for desktop deployments and troubleshooting as needed
-Categorize the customer request
-Enter help desk tickets
-When possible, solve entry level user technical issues
-Provide timely ongoing communications with client regarding status and resolution
-Complete other duties as assigned

Where you will do it
You will work for a client of InfoStructures' located in Rockville, Maryland.
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.