



Company: Volt

Position: Service Desk Specialist

Location: San Diego, CA

Pay: \$20.00/hr

Description:

Coordinates, diagnoses, and troubleshoots incoming employee calls. Provides support services to employees with technical problems and information technology issues involving desktop, laptop or network services from local personnel or from employees using network remote access. Provides timely resolution of problems or escalation on behalf of customer to appropriate technical personnel. Provides case status updates to management and end-users. Supports and maintains effective relationships with users. Develops, documents, and implements standard operating procedures and customer service guidelines relating to remote IT support. May be internal or external, client-focused, working in conjunction with Professional Services and outsourcing functions. May include company-wide, web-enabled solutions.

Qualifications

- Education: Some college or technical training required.
- Prior Experience: at least 2 years as a Service Desk technician, providing support both on the phone, email, chat and in person.
- Technical Experience: Windows XP/Windows 7, VPN, Ghost, SCCM, use of IT service management ticketing system, desktop hardware, Active Directory, MS Office 2007/10, Outlook, printing.
- Licenses or Certifications: One of the following certifications preferred: A+, ITIL v3 Foundations, HDI Support Center Analyst or HDI Desktop Support Technician
- Hours will be an 8 hour shift with 30 minute lunch somewhere within 6am-6pm.
- Long term contract based on performance and business need.

If you would like to apply to this position, send your resume to ngcajobs@ng.army.mil and state you are applying for this position, or you can call The Work for Warriors staff @ 916-854-4426.