

Title: OCFO Helpdesk Specialist
Journeyman **Region:** District of Columbia

Req ID: 570936

Details**Requisition Details**

Req. Class: HELPV1 : 2-Journeyman **Region:** District of Columbia

Title: OCFO Helpdesk Specialist
Journeyman

Req. Status: Open

No. of Openings: 1 **No. Filled:** 0

Start Date: 09/04/2018

**No New Submittals
After:** 08/14/2018

**Max Submittals by
Vendor per Opening:** 4

Worksite Address: 1101 4th street sw suite w350

**Agency Interview
Type:** In Person

**Advanced Technical
Screening
Required?:** No

**Existing Incumbent
Resource?:** No

Requisition Description

Engagement Type: Contract

Short Description: 6-10 years of experience. Responds to and diagnoses problems through discussion with users.

Complete Description:

As part of the OCFO technology team, the I. T. Specialist-Cust Support will provide I. T. support to OCFO enterprise customers. The IT Specialist is responsible for rendering remote and on-site assistance; troubleshooting, resolving and /or escalating requests for resolution. The IT Specialist must become familiar with OCFO proprietary applications, Microsoft Office 2016/O365 and Windows 10 platform. Also, the I.T. Specialist will be responsible for imaging desktops/laptops. Additionally, the applicant will be required to inventory, configure and deploy telecom devices, desktop computers, laptop computers and tablets. The applicant must have enterprise level experience, excellent written, verbal and inter-personal communication skills, polished telephone etiquette and focus on providing outstanding customer service. Tasks for the I. T. Service Desk Level 2 Technician are as follows: - Provide OPTIMAL customer support to all OCFO I. T. end-users to include top level senior executives and colleagues. - Process customer requests from phone/email, etc.; update inventory records for all desktop/laptop/tablet/mobile device transactions. - Configure, image, deploy tablets/laptops/desktops/mobile phones/peripherals on the Windows7 or Windows10 platform. - Render account management support to end-users via Active Directory and other OCFO applications; monitor system performance. - Document all work/hardware/software transactions by creating/tracking/resolving or escalating tickets per defined SLA's. - Render I. T. support by analyzing issues with infrastructure, network, desktops, peripherals, laptops, tablets and minor server problems. - Work independently and with team; convey technical information to non-technical customers. - Must be able to lift/carry 40 pounds; travel to offsite locations and complete other duties as assigned. ----- CONTRACT JOB DESCRIPTION

Responsibilities: 1. Responds to and diagnoses problems through discussion with users. 2. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. 3. Supervises operation of help desk and serves as focal point for customer concerns. 4. Provides support to end users on a variety of issues. 5. Identifies, researches, and resolves technical problems. 6. Responds to telephone calls, email and personnel requests for technical support. 7. Documents, tracks, and monitors the problem to ensure a timely resolution. 8. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. 9. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. 10. Simulates or recreates user problems to resolve operating difficulties. 11. Recommends systems modifications to reduce user problems. Minimum Education/Certification Requirements: Bachelor's degree in Information Technology or related field or equivalent experience

Client Information

Work Location:	OCIO - 1101 4th Street SW Suite W350	Cost Center:	OCIO - Office of the Chief Information Officer
		Project:	

Required/Desired Skills

Required /Desired

Skill	Required /Desired	Amount	of Experience
I.T. troubleshooting and support in basic networking, with desktops/laptops/tablets and peripherals	Required	6	Years
Installation and configuration of tablets/laptops/desktops and peripherals using the current Windows platform	Required	6	Years
Customer support for IT related hardware and software issues	Required	6	Years
A+ Certification	Highly desired		
Remote Support Tools: Cloud Management Suite	Desired	6	Years
Microsoft O365	Desired	6	Years
Asset Management	Desired	6	Years
Microsoft Windows 10	Required	2	Years
Ability to: develop FAQ's and test equipment/applications employing UAT	Desired	6	Years
6-10 yrs diagnosing and resolving end user computer/computer peripherals problems	Required	6	Years
6-10 yrs providing second-tier support to end users, server, or mainframe apps/hardware	Required	6	Years
6-10 yrs documenting, tracking and monitoring end user, server, or mainframe apps/hardware problems	Required	6	Years
Bachelor's degree in IT or related field or equivalent experience	Highly desired	10	Years

Questions

	Description
Question 1	Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you accept this requirement?
Question 2	Please list candidate's email address that will be used when submitting E-RTR.

Question 3

There are no reimbursable expenses. Do you accept this requirement?