

Title: DFHV IT Support Specialist **Region:** District of Columbia
Req ID: 591691

Details**Requisition Details**

Req. Class: HELPV1 : 2-Journeyman **Region:** District of Columbia
Title: DFHV IT Support Specialist
Req. Status: Open
No. of Openings: 1 **No. Filled:** 0
Start Date: 05/08/2019
No New Submittals After: 04/17/2019

Worksite Address: 2235 Shannon Place SE, Suit

Agency Interview Type: Both Phone and In Person

Advanced Technical Screening Required?: No

Existing Incumbent Resource?: Yes

Hours/Units per day: 8

Days per week: 5

Requisition Description

Engagement Type: Contract

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

Complete Description: DFHV is seeking a contractor to provide help desk and general support for hardware and software including managing the on-boarding and off-boarding of staff with equipment and technology access, IT asset inventory, mobile devices and telecommunications. 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: DFHV - 2235 Shannon Place **Cost Center:**

DFHV - Department of For-Hire Vehicles

Project:

Required/Desired Skills

Required /Desired

Skill	Required /Desired	Amount	of Experience
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	Required	4	Years
DC Government experience	Highly desired	1	Years
IT Helpdesk first tier and second tier experience	Required	2	Years
Identifies, researches, and resolves technical problems.	Required	5	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?