



IT Service Desk Support

Interested Applicants should submit their resume & cover letter to: hr@metricanet.com

Position Title: IT Service Desk Support

Location:

Quantico, Virginia

Position Start Date:

Funded for immediate fill

Position Requirements:

-) Security Clearance: Active U.S. Department of Defense (DoD) Top Secret (TS) Secret Compartmented Information (SCI) security clearance (TS/SCI). SCI eligibility will be considered.
-) CompTIA Security+ certification
-) Full-time position (40 hours per week, Monday thru Friday)
-) Travel – Less than 10% for training and conferences

Position Description:

This IT Service Support position provides help desk and desktop service for the AFOSI in Quantico, Virginia

The successful candidate must be able to work independently, and also in a collaborative environment supporting desktop services implementations, updates and troubleshooting.

Education or Equivalent Training:

Bachelor's Degree in Computer Science, or the equivalent combination of professional training or work experience (7 years as a .NET programmer).

Experience Required:

- Provide Service Ticket support (phone calls, email, Remedy trouble tickets and desktop support).
- Create problem and incident tickets in Remedy.
- Troubleshoot/resolve Tier I problems and incidents.
- Assign Remedy Tickets to support personnel as needed.
- Remedy Ticket Management.
- NIPR/SIPR/JWICS/SAP Account Creation, Remedy Account Creation, SIPR Token Creation/ Air Force Trusted Agent (TA) Duties, Workstation Re-imaging and Cable Management
- VPN/Laptop/Tablet Support, Livelink/SharePoint Support, Multi-Function Device /Network Printer Support, HBSS Data Loss Prevention (DLP) Support, VOIP Support and Vulnerability Remediation.
- Provide Monthly Status Report inputs.
- Assist with special IT projects as needed

Experience preferred but not required:

-) A+ Certification
-) Network+ Certification
-) Cisco Certifications meeting the DoD 8570.01-M CEC requirement
-) DoD 8570.01-M Computing Environment Certification (CEC)

Interested Applicants should submit their resume to HR@metricanet.com

About Metrica:

Metrica, Inc. is a broad-based professional services firm established in 1984 to provide an array of program support activities to the US government and corporations. Metrica's headquarters is located in San Antonio, Texas, with additional offices in Northern Virginia. Metrica is an Equal Opportunity Employer, M/F/D/V.

Company Benefits

Metrica offers an excellent starting salary and outstanding fringe benefits, including Medical, Dental, Tuition Assistance, and 401(k) Retirement Plan to name a few.