

IT HELP DESK TECHNICIAN

The IT Help Desk Technician shall provide support to the Navy Medicine Professional Development Center in Bethesda, Maryland to assist in Helpdesk, Desktop PC, and IA Support Services.

Duties:

- Provide network support to maintain and improve all component parts that assist the Network Administrator
- Configuring, installation, troubleshooting and monitoring of the LAN network electronics
- Provide support to the Data Center Operations, System Administration, Data Recovery, Software Installation, Patching software updates and Security patches
- Provide helpdesk support to troubleshoot issues that cannot be resolved at Tier I or II
- Provide full support to local and remote users on maintenance, troubleshooting and repair
- Promote awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals
- Ensure the rigorous application of information security/information assurance policies, principles, and practices to the systems analysis process
- Implement, and ensure compliance with plans, policies, standards, infrastructures, and architectures that establish the framework for the management of all IT programs
- Maintain programs, policies, and procedures to protect the integrity and confidentiality of systems, networks, and data
- Install, configure, and maintain the operating systems environment, including operating systems software on which applications programs run
- Provide services that permit the publication and transmission of information about agency programs to internal and external audiences using the Internet
- Provide technical support to customers who need advice, assistance, and training in applying hardware and software systems

Qualifications:

- **Attention to Detail** - Is thorough when performing work and conscientious about attending to detail
- **Customer Service** - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services
- **Oral Communication** - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately

- **Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations

Periods of Service Coverage:

Service coverage of 8 hours per day shall be provided (Monday to Friday) as required Prime Period of Service 0730-1600, except on Federal holidays.

SECURITY:

The NAC security clearance is required for all contractor staff supporting the work statement. All contract personnel will be IAT level 1 certified in accordance with DOD Manual 8570.1M (CompTIA Security+).

About Eminent IT, LLC

Eminent IT, LLC is a Small Business Administration (SBA) certified 8(a), Service Disabled Veteran Owned company, founded in 2009 and headquartered in Crystal City, VA. We are an innovative provider of Enterprise Software and IT Consulting Services delivering true business value and return on investment to Federal clients in the metropolitan Washington, D.C area. Eminent IT, LLC provides solutions and services in markets such as: Defense and Intelligence, Executive Branch and Civilian Agencies. We work collaboratively with clients to create solutions that 'fit' the client environment and use industry best practices.

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