



Advanced Cyber Solutions, LLC.

5500 Ventnor Lane
Springfield, VA 22151
703 608-6848

Inside office - remote maintenance technical lead

Job Objectives

Provide exceptional service to employees, vendors and suppliers by resolving technology issues and proactively providing necessary system updates. This includes responding to open tickets within assigned service level agreements by providing support via telephone, e-mail, remote tools and in person.

Duties and Essential Job Functions

- Provide exceptional service to PC users; Respond to and resolve issues for employees, vendors and suppliers within established Service Level Agreements by phone and/or desktop support
- Responsible for desktops, laptops, smartphones, tablets, printers and other computing peripherals and their associated software
- Monitor ticket queues to provide quality assurance of open issues
- Initiate improvements to raise the quality and efficiency of service to the end user
- Document end user requests within the service desk ticketing system
- Escalate complex problems to Senior Desktop Support Technician or System Administration team to obtain resolution
- Provide daily system administration and backup to all Company systems/devices
- Write and maintain technical documentation related to desktop systems and updates as appropriate
- Adhere to Company policies, regulations and industry standards on compliance, information security and confidentiality
- Accomplish other duties as assigned

Expectations

- Responsible for working with our users in maintaining laptop and desktop computers including installing, managing, and upgrading the operating system, installing and configuring applications, creating users, and securing computers with disk encryption and other security best practice settings.
- Be service-oriented person who loves helping people and is great at establishing rapport with others.
- Be able to analyze our current support tools and recommend and help implement improvements to our support infrastructure.
- Be comfortable defining a workflow for troubleshooting issues, researching possible solutions, and implementing those solutions. Proficient at documenting problems, procedures, and technical how-to docs and creating and publishing knowledge base articles and procedures on an internal Wiki.



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- Be able to communicate effectively in written and spoken English, with both technical and not-so-technical people.
- Work with a geographically distributed team. We currently have practices in Maryland, Virginia, and Washington DC.
- Ensure compliance with security and system configuration standards and HIPAA.
- Work cooperatively and collaborate well with others. Be self-directed, confident, and able to work in a fast-paced startup environment. Able to stay on an even keel during severe course corrections while maintaining a sense of humor.

Minimum Qualifications

- Excellent verbal and written communication skills with experience interacting directly with clients in a tactful manner.
- Excellent organizational skills and attention to detail.
- Demonstrated ability to troubleshoot and resolve a wide range of hardware & software issues.
- Excellent problem solving, critical thinking, organization and communication skills.
- Bachelor's Degree in Engineering, Computer Science or related field
- Minimum 1-3 years experience in a workstation integration and support role in a networked environment
- Exceptional communication skills and expertise in PC's and handheld devices required
- Advanced experience in Windows Desktop & Server platforms required
- Basic understanding of Microsoft network operations preferred
- Responsibilities include occasional evening and weekend work, as well as rotating on call duties

Requirements:

You MUST

- Be able to pass a drug test and an in depth screening prior to employment
- Be able to pass a driver's license background screening, have a valid driver's license and have your own reliable vehicle
- Be able to lift 70 pounds on an ongoing and repetitive basis

Please submit Resume, and Salary Requirements when applying.