



Advanced Cyber Solutions, LLC.

5500 Ventnor Lane
Springfield, VA 22151
703 608-6848

IT support – Technical installation and service experience

Duties and Essential Job Functions

- Install PCs and laptops
 - Remove hard drives from devices and label them with the asset number
 - Provide daily updates to project coordinator
 - Provide daily inventory of what was installed and what was removed.
 - Perform hardware and desktop troubleshooting to isolate and diagnose common computer software and hardware problems
 - Repair, installs and upgrades computer hardware components as required
 - Ensure compliance with company technical and quality standards
 - Escalate problems within pre-established parameters
 - Maintain effective communication with internal call dispatchers and with customers
 - Complete required documentation for all work orders
 - May be required to do some after hours and weekend installs as scheduled
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Minimum Qualifications

- Basic working knowledge of desktop and laptop hardware and software
- Some knowledge of desktop hardware and operating systems
- Working knowledge of Microsoft desktop applications
- Demonstrate the ability to develop or possess strong interpersonal skills
- Demonstrate the ability to develop or possess strong organizational skills
- Knowledge of utility tools, including virus applications and signatures
- Basic knowledge of workstation backups and restores
- Ability to lift and carry up to 70 pounds
- Ability to communicate effectively with customers & internal staff
- A+ Certification, and other certifications preferred
- Familiarity with Lenovo, Dell, and HP PCs and their hardware components
- Familiarity with Windows 7

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.