

TOUR NUMBER: 15-0360

TRAVEL REQUIRED: No
AGENCY: Defense Agencies

DUTY LOCATION: Ft. Meade, MD. 20755

ACTIVITY: DISA - ITSMO

TOUR LENGTH: 1 year(365)

SECURITY CLEARANCE REQUIRED: Secret

Link: <http://pfi.dod.mil/>

NOTE: All applicants must attach a resume and military biographical summary (military bio) to their online application.

DUTIES:

VIP SERVICE DESK - CAPT THRU LT COL AND TSGT THRU SMSGT- DISA, FT MEADE, MD

BACKGROUND: DISA is looking to establish a VIP Service Desk at Fort Meade Maryland in order to provide technical support to key executive leadership within the agency in an efficient and accurate manner. Personnel in this position will need to be technically savvy, and be highly proactive and professional in support of this mission. It is essential that each selected individual within this program maintain Service Desk proficiencies and training while in this position. Personnel will be considered as the agency's front line, will solve technical problems and provide support for all assigned areas. NOTE: These positions will be 365-day tours, and if needed a PCS will be funded.

For consideration, please send the following: -

- Last 3 OPRs/EPRs

- Resume - DVB/SURF

- Current Fitness Score Sheet

1 Officer (ranks Senior O3 - O5 will be considered), and 5 NCOs (E6 - E8 will be considered) to fill these positions.

Job Description for O3 - O5 - Responsible for management of all Service Desk staff and functions.

-Manage IT Support ticketing system and assist IT Support staff to meet Service Level Agreement goals.

- Metrics development, and analysis.

-Roadmap recommendations and development. - Technology analysis. – Process engineering and development. - Performance Reporting. - Perform service ticket data analysis to help determine root causes of recurring issues - Disaster recovery preparedness. - Develop and sustain technical solutions knowledge base. - Deliver reports and briefing to senior leadership. -Provide innovative analysis and recommendations for automation, tools and systems development/acquisition.

Job Description for E6 - E8 – Provide first-level contact and convey resolutions to customer issues. - Properly

escalate unresolved queries to the next level of support. – Utilize excellent customer service skills and exceed

customers'expectations. - Track, route and redirect problems to correct resources. - Ensure proper

recording, documentation and closure. - Provide technical assistance and support for incoming queries and

issues related to computer systems, software, and hardware. - Respond to queries either in person or over the

phone. - Write training manuals. - Maintain daily performance of computer systems. - Respond to email

messages for customers seeking help. – Ask questions to determine nature of problem. - Walk customer

through problem-solving process. - Install, modify, and repair computer hardware and software. - Run

diagnostic programs to resolve problems. - Resolve technical problems with Local Area Networks (LAN), Wide

Area Networks (WAN), and other systems. - Follow up with customers to ensure issue has been resolved. -

Gain feedback from customers about computer usage. - Run reports to determine malfunctions that continue

to occur. - Meet defined goals for Average Handle Time, First Call Resolution and Incident and Task SLAs. -

Recommended procedure modifications or improvements. - Preserve and grow your knowledge of service desk procedures, products and services.