

Entry Level Application Support

(Submit Resume to resumes@iss-inc.net)

Position Summary:

Small Information Technology and Graphics Company seeks full-time entry level desktop application support technician with some graphics art knowledge to be responsible for first level applications support in a Microsoft Windows/Microsoft Office environment.

General Responsibilities:

- Provide first-level troubleshooting of hardware, software and operating system issues for users
- Resolve end user problems and troubleshoot desktop applications
- Provide user support of conference room equipment
 - o Maintain equipment
 - o Support end-users in setting up meetings
- Video Teleconferencing Support (VTC) which includes scheduling, supporting users with equipment and initiating video calls.
- Printers
 - o Maintain consumable inventory (toners, drums, image kits, etc.)
 - o Maintain printers
 - Install toner, drums, image kits
 - o Resolve paper jams and troubleshoot printer issues
 - o Setup printers on users machines
- Inventory management
- Blackberry end-user support
- Assisting in ad hoc projects, assignments and responsibilities as necessary
- Escalate unresolved issues to Senior Hardware Manager.

Qualifications:

- Good people skills with cheerful, helpful, service oriented attitude
- Excellent email and phone etiquette and customer service skills
- Applicant must have knowledge MS Office 2007 Suite in order to troubleshoot issues.
- Knowledge of Windows Vista and Windows 7
- Comptia Security+
- Must be a US Citizen
- Applicants selected will be subject to a security investigation and may need to meet eligibility requirements for access to classified information; Secret clearance is required.
- Ability to lift up to 70 lbs required
- Technical school graduate
- Ability to obtain MCITP or equivalent within 6 months.
- Candidate must possess knowledge of Adobe Photoshop and be able to implement art work into Microsoft PowerPoint for briefings, flyers and posters.

Desired

- Microsoft Certified IT Professional (MCITP) and/or A+.

Benefits

Medical, Dental, and Simple IRA

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