

Help Desk Technician II (Computer Operator)

Help Desk Tech II Level: Seeking candidates willing to work Full-Time Evening Shift providing help desk support from 9pm-5 a.m. Please note that this position is remote work. The chosen candidate will be working from home.

PSI is based out of Arlington, VA

Planned Systems International is seeking candidates to provide help desk II support. This is a critical and large environment requiring top-notch skills and customer support. Members of this team support U.S. Military personnel in locations in the United States and abroad.

Essential Functions and job Responsibilities:

In this role, he/she will assist Tier I personnel in solving technical problems and resolving elevated issues by confirming the problem and using/finding solutions to complex issues. The ideal candidate will also be able to handle tier 1 help desk items when necessary. He/she will communicate with other team members to report critical issues and will help work on these issues through closure.

Minimum Requirements:

3+ years of progressively more responsible experience in a Microsoft customer service computer support environment supporting a large critical environment and including supporting all facets of workstation maintenance and support to include PC's, laptops, and peripherals and experience successfully handling the escalated issues in an enterprise environment.

Must hold a current Security + certification as well as one or more of the following: A+ or Network+. Working knowledge of Microsoft OS and help desk tracking system(s), as evidenced by experience or prior training and, working with customer service (i.e. via phone, live chat, email, fax, and/or remote assistance).

Must have proven customer service skills with customer service being their driving force.

Must be willing and able to work 8 hour evening shifts between 9pm-5am, Monday through Friday. U.S. Citizenship is required. Candidate selected must be able to successfully transfer or obtain the required clearance and/or access.

Additional Desired Qualifications:

Experience using Remedy Tracking System is preferred.

Please send resume to lucy@military-civilian.com with job title and location in the subject line