



**Help Desk Coordinator, Intermediate
IT Specialist
Kansas City, MO**

Job Summary

This position provides IT Support in the area of Incident Management to a large federal agency. This environment provides 7x24x365 support.

Essential Duties and Tasks

Service desk abilities to include (but not limited to):

- Communicate effectively and proficiently in English with the user community, verbally and in writing
- Record all relevant incident/service request details
- Allocate appropriate categorization and prioritization codes to the incidents and service requests
- Match users input to matching resolutions found in Incident Database
- Initiate first level investigation and diagnosis of the issue at hand
- Resolve incidents and/or service requests based on their personal technical knowledge and expertise
- Escalate incidents/service requests that could not be resolved within agreed timescales
- Keep users informed of progress of incident progress, notifying them of impending changes or agreed outages, etc
- Close all resolved incidents, requests and other calls
- Conduct customer/user satisfaction call-backs/surveys
- Update the ITSM tool under the direction and approval of branch manager
- Multi-task in a high speed, high volume ticket environment
- Possess business/professional writing abilities to be used for agency wide correspondence, customer notifications, etc
- Application of the ITIL best practices to the organization and the ability to learn the organization's key IT services for which support is being provided
- Provide Tier I help desk support in large, high traffic environment
- Manage incidents and service requests lifecycles for multiple locations
- Communicate with customers; providing them with status update and addressing their questions, comments and complaints
- Report, document and escalate customer contacts; regarding issues, problems, and information given
- Ensure customer satisfaction through the resolution of all issues and problems reported
- Notify branch manager of any unusual occurrence within the timeframes

Skills, Knowledge and Experience

- Experience in the IT industry, specifically in a user supporting role
- Knowledge and working experience of the Service Desk Function and Incident Management Process based on the best practice guidance of Information Technology Infrastructure Library (ITIL) Version 2 framework
- Ability and willingness to work in a team environment
- Ability to follow process and procedures and report any deficiencies
- Possess good communication skills, both orally and written
- Ability to speak and write clearly and concisely in English
- Experience in the use of the Microsoft Suite tools used for documentation creation and management, specifically using Word, Excel, PowerPoint, Visio, Access, and Outlook
- Experience using the Remedy ticketing suite or similar ticketing system is beneficial

Physical Demands

- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus
- The employee may occasionally lift and/or move more than 20 pounds

- Employee will sit for several hours each day but will also need mobility and ability to stand, type, and walk for periods of time
- The employee is occasionally required to stand and stoop, kneel, crouch, or crawl
- While performing the duties of this job the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear

Qualifications

- B.A. or B.S. in computer science or related field or equivalent experience
- Minimum two years' experience in IT, preferably in a Help Desk Environment
- Possession of ITIL® certification at the Foundation level
- Must be able to pass a High Level Security Clearance, Background Investigation including but not limited to; Fingerprinting, State/Federal Criminal History and Credit Checks
- Must be able to pass pre-employment drug screen, and will be subject to any post-accident and/or reasonable suspicion testing throughout employment
- U.S. Citizen

Work conditions

- The noise level in the environment is moderate
- The environment is a typical office setting

How to apply

Submit an application and resume to HR@powtec.com or fax attention Recruiter to 360-377-8608

You may find our Application on our website at <http://www.powtec.com>.

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