As a Deskside Specialist you will provide timely, efficient and effective technical support to resolve problems with the Airports Authority's various computers/systems.

JOB DESCRIPTION

- Deskside Specialist
- This is a non-career, term position.
- Works under the general supervision of the Deskside Supervisor.
- Serves in the IT Service Delivery Division of the Program Support and Business Relations Department in the Office of Technology at either Ronald Reagan Washington National Airport (DCA) or Washington Dulles International Airport (DCA), or at the Corporate Office Building (COB).

Responds to service requests from users to resolve desktop, laptop, print, telephone, and hardware problems; enterprise application problems/accessibility issues; desktop engineering initiatives; and/or other advanced queries. Performs related functions.

GENERAL RESPOSNSIBILITIES

- Provides assistance calls for software, hardware, application problems, telephone problems, and installation support from users at DCA, IAD, Dulles Toll Road, and Dulles Corridor Metrorail Project.
- Creates request tickets, enters user and problem information into the Division's ticket tracking system, documenting problem information. Conveys ticket status and expected resolution timeframe to the user.
- Works with users to troubleshoot reported problem(s); works remotely using Tier 2 remote troubleshooting/diagnostics or remote access software.
- Elevates more complex problems to staff qualified to handle Tier 3 problems and keeps Supervisor informed; coordinates resolution of problems requiring "deskside" attention.
- Provides deskside installation, maintenance, and repair for PCs and components including configuration management services; assists the Desktop Engineer in configuring computers.
- Supports implementation of new standard software or updates to software as adopted.
- Practices Total Contact Ownership on all assigned problems/installations working to ensure a high degree of customer satisfaction.
- Ensures closeout of tickets and that the user has been sent a service evaluation to complete.
- Operates within established Divisional IT Infrastructure Library (ITIL) service support and service delivery framework and Total Contact Ownership principles and practices.
- Performs other duties as assigned.

QUALIFICATIONS

1. Four years of progressively responsible experience in IT deskside service delivery that includes:
   a. Providing hands-on IT problem resolution including break/fix and asset refresh activities.

       b. Working in a high volume customer service environment.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of and the ability to provide associated Tier 2 support and service resolution for MS Office Suite and software (Word, Excel, Outlook, Access, PowerPoint), IBM PC and PC-clone computers/operating systems, and personal and network printers, scanners, and other IT related equipment.
2. Knowledge of ITIL foundations as related to providing Tier 2 deskside support.
3. Knowledge of and skill in using a range of IT diagnostic utilities in Tier 2 service resolution.
4. Knowledge of ITIL IT Service Management industry service levels and IT Service Management concepts and ability to provide excellent technical/non-technical support with outstanding customer service.
5. Ability to analyze data and information and resolve problems and make recommendations.
6. Ability to speak and write effectively.

PREFERRED QUALIFICATIONS

1. Associate's Degree in Computer Science, Telecommunications, or Management Information Systems (MIS).
2. Certification in A+.
3. Certification in ITIL v3 Foundations.
4. Certification as a Microsoft Office Specialist (Word, Excel, Outlook, Access, PowerPoint).

EDUCATION

1. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.

A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the four years of experience. For example, an associate's degree may substitute for two years of experience.

CERTIFICATIONS AND LICENSES REQUIRED

1. A state driver's license in good standing.
2. Certification in A+ from CompTIA within 180 days of hire, promotion, or placement in the job.
3. Certification in ITIL v3 Foundations from AXELOS or other accredited organization within 180 days of hire, promotion, or placement in the job.
4. Certification as a Microsoft Office Specialist (Word, Excel, Outlook, Access, PowerPoint) within 180 days of days from the date of the Final Offer Letter.

NECESSARY SPECIAL FACTORS

1. Must be able to work a standard on-call rotation, a varied schedule of days, and outside of the normal 8am-5pm business hours, for scheduled and emergency maintenance and/or upgrades.
2. May be assigned to Monday through Friday, 4:00 PM to midnight shift.
3. Subject to shift holdovers and recall on a 24-hour basis, for essential services and emergencies, including night hours and weekends.
4. Work is typically reviewed in progress and upon completion for quantity, quality, timeliness, teamwork, customer service, and other factors.
5. Certifications must be maintained.