

As a Service Desk Specialist, you will provide support to all Airports Authority employees with their IT, applications, and telecommunication needs.

JOB DESCRIPTION

- Service Desk Specialist
- This is a non-career, term job.
- Works under the direct supervision of the Service Desk Supervisor.
- Serves in the Program Support Department of the Office of Technology. Position is located at Washington Dulles International Airport (DCA).

Supports Airports Authority employees in the use of all IT hardware and software, applications, and telecommunication issues. Receives service calls, documents information about the problem, and triages/endeavors to perform first contact resolution. Performs related functions.

GENERAL RESPONSIBILITIES

- Receives service requests for software, hardware, application, and/or telecommunications problems. Documents user and detailed problem information into the automated ticket tracking system and updates user on ticket status and expected resolution timeframe.
- Responds to IT related service requests, assesses the problem and works with the user to troubleshoot the nature of Tier 1 problems. May use remote access software to remotely work on the user's equipment. Documents completion or progress in the system.
- Escalates the resolution process to Tier 2 when it is a hardware issue/request, initial attempts to resolve problems were unsuccessful, cannot be resolved remotely, or customer satisfaction issues are involved.
- Practices Total Contact Ownership in conjunction with a Tier 2 Deskside Specialist when the user's problem is beyond the scope of Tier 1 assistance. Informs the user who will be handling their case and when to expect a call or email regarding their problem.
- Notifies the user when the problem has been resolved or request fulfilled and ensures user satisfaction. Ensures ticket closeout and that the user received a service evaluation request.
- Routes non-IT requests to appropriate staff member and documents referral in system. May re-contact user to ensure satisfaction with referral and service.
- May assist Deskside Specialists and Desktop Engineer in configuring user computers by loading/ghosting software, backing up user data, or delivering specialized hardware to users.
- Operates within established Divisional IT Infrastructure Library (ITIL) service support and service delivery framework and Total Contact Ownership principles and practices.
- Maintains currency in technical and service skills. Works to increase technical knowledge and proficiency. Pursues additional, work related certifications.
- Performs other duties as assigned.

QUALIFICATIONS

1. Three years of progressively responsible IT Service Desk experience including:
 - a. Providing IT problem resolution in a high volume customer service environment.

- b. Using IT diagnostic tools and utilizing remote access software and ticket tracking system.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of MS Office Suite and software, IBM PC/PC-clone computers and operating systems, personal and network printers, scanners, diagnostic utilities, and other equipment.
2. Knowledge of ITIL IT Management industry service levels/Management concepts.
3. Ability to perform detailed analyses of data and information and made recommendations.
4. Ability to speak and write effectively with emphasis on providing professional, customer service oriented responses to questions and conversations.

PREFERRED QUALIFICATIONS

1. Support Center Analyst Certification from Help Desk International or another recognized credentialing authority.
2. The CompTIA A+ Certification as administered by Pearson VUE or Certiport or another recognized testing authority.
3. Microsoft Office Specialist (Word, Excel, Outlook, Access, PowerPoint) as administered by Certiport or another recognized testing authority.
4. ITIL v3 Foundations Certification.

EDUCATION

1. A high school diploma, a Certificate of General Education 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 three years of experience. For example, an associates' degree may substitute for two years of experience.

CERTIFICATIONS AND LICENSES REQUIRED

1. A state driver's license in good standing.

NECESSARY SPECIAL FACTORS

1. Work is typically reviewed in progress upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.
2. May experience some job pressure from tight deadlines/interpersonal conflicts with users.
3. Must be able to work varied schedule of days and outside normal business hours including nights and weekends. Must work standard on-call rotation.