Query CV

0	Business Technical Systems Analyst II (VC Admin) -- Provide a wide variety of support to Berkeley's transportation department related to application support, end user device support, device procurement, device provisioning, and other services. • Provide consultation, training, instruction, trouble-shooting, problem-solving to the personal computer (including laptop) user for hardware, software, network and related computer systems and peripheral devices. • Diagnose and resolve network connectivity issues. • Install, troubleshoot and maintain a broad range of computer hardware and software products. • Installs and configures systems; recommends hardware and software acquisitions and upgrades; includes maintaining a broad range of computer hardware and software products. • Update internal department and client documentation as needed. • Provide phone and email support to resolve user problems. • Helping customers work systematically through technical problems and help customers understand the features and benefits of new products. • Support a wide-variety of types for products such as: mobile hardware, payments, digital media, etc. • Provide web development and website administration for small to mid-level businesses and organizations • Create advertising / promotional materials to represent requested communication between client and customer • Social media consulting, setup & administration • Establish relationships and manage quality control of printing projects between printer and clients • Provide creative direction for proposed projects and maintain direction from concept to completion Tier 1 & Tier 2 Level Support:, Information Systems & Technology • Manage follow ups and communication, monitoring call volume and ticket resolutions between the 1st Level Support and the 2nd Level Support team. • Sit as point of contact for surrounding internal departments and store-level management teams. • Coordinate store opening and closures, maintaining communication among management team and assigned technicians to complete job contract by forecasted store opening date. • Script development and testing for new system integration/upgrades. -- Skills: [('ms_office', 0.5), ('windows_7', 0.5), ('xp', 0.5), ('2k', 0.5), ('mac_os_x', 0.5), ('remedy', 0.5), ('adobe_creative_suite', 0.5), ('unix', 0.5), ('html', 0.5), ('html5', 0.5), ('css', 0.5), ('javascript', 0.5), ('altiris', 0.5), ('basic_protools', 0.5), ('wordpress', 0.5), ('drupal', 0.5), ('reason_5', 0.5), ('active_directory', 0.5), ('salesforce', 0.5), ('bomgar', 0.5), ('remote_desktop', 0.5), ('tivoli_endpoint_manager', 0.5), ('footprints', 0.5), ('google_apps', 0.5), ('ios', 0.5), ('android', 0.5), ('druva', 0.5), ('groupwise', 0.5), ('novell', 0.5), ('citrix', 0.5), ('landesk', 0.5), ('jira', 0.5)]	
	Top matched JDs	**Matched ? (1 or 0)**

| 0 | Help Desk Analyst \| BAE Systems

Develops training materials and written procedures for agency software use. Reviews inactive / deactivated computer systems for retirement. Researches and keep abreast of current AT hardware and software. Maintains email distribution lists and associated list managers. Researches and makes recommendations for future system upgrades. Develops project plans and coordinate with key stakeholders. Reviews inventory and follow-up with remote IT Liaisons as needed for quality assurance. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Help Desk Support Service Specialist
Provides second-tier support to end users for either PC, server or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.

Typical Education & Experience
Typically a Bachelor's Degree and 2 years work experience or equivalent experience

Required Skills and Education
DoD 8570 Certification
IAT II

Preferred Skills and Education
Familiarity with NETCOM architecture, systems, networks, software, processes and procedures.

About BAE Systems Intelligence & Security
BAE Systems Intelligence & Security, based in McLean, Virginia, designs and delivers advanced defense, intelligence, and security solutions that support the important missions of our customers. Our pride and dedication shows in everything we do—from intelligence analysis, cyber operations and IT expertise to systems development, systems integration, and operations and maintenance services. Knowing that our work enables the U.S. military and government to recognize, manage and defeat threats inspires us to push ourselves and our technologies to new levels. That's BAE Systems. That's Inspired Work. | 0 |
| 1 | Lead Specialist, Client Technical Support \| DELL

Competitive salary

Dell provides the technology that transforms the way we all work and live. But we are more than a technology company — we are a people company. We inspire, challenge and respect every one of our over 100,000 employees.

Dell's world-class customer service doesn't end when a client purchases our innovative products. Our Client Tech Support team is there for them whenever they need help – by phone or email, online and on social media. We answer questions about the installation, operation, configuration, customization and use of Dell products. For critical | 1 |

	matters, we use our systems to provide remote diagnostic technical support. If there's an issue with a customer's product, we'll analyze it, identify the cause, recommend a solution and document the problem. Benefits We offer highly competitive salaries, bonus programs, world-class benefits, and unparalleled growth and development opportunities — all to create a compelling and rewarding work environment. If you're keen to help customers get the best from truly ground-breaking technology, this is your opportunity to develop with Dell. Dell is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Dell are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Dell will not tolerate discrimination or harassment based on any of these characteristics. Learn more about Diversity and Inclusion at Dell here.	
2	Help Desk Analyst | General Dynamics Information Technology --- GDIT is looking for a Tier 1/2 Help Desk Analyst. This position will provide the traditional tier 1 help desk analyst support functions in addition to providing support for functions typically reserved for a tier 2/level 2 type role. You to be responsible for providing telephone support to end-user community on hardware, software, and network related incidents, requests, questions, and use. Provide first and second level incident resolution on the telephone with users; and walks the user through a series of steps to determine problem; classifies level, priority, and nature of problem. If not able to diagnose incident and/or incident requires physical interaction with end user; dispatches technical support specialists from appropriate team. Opens, tracks, and closes incident and service request tickets; ensures problem ownership and promotes end-user satisfaction; tracks activities of technical support specialists to whom tickets were assigned. Have a wide range of skills and knowledge in computer hardware and software as well as networking systems in use at customer sites. Have experience in the set-up, configuration, use, and trouble-shooting of computers. Trained and certified in automated help desk management systems, if applicable. Responsibilities Provide day-to-day telephone support to the end-user community. Monitor and track existing incidents and service requests through closure. Follow standard escalation procedures. Support the service desk and deskside support leads by providing support for other activities outside of standard incident and service request handling. Assists end-users with installation, configuration, and troubleshooting of hardware and software to ensure continued usability of equipment and software at a Tier II level - including, but not limited to: Network Connectivity, MS Office, Lotus Notes & Microsoft Outlook, tablet/smartphone support, Windows 7/10, and Apple (Mac). Stays in regular communication throughout the day with the Tier I, Tier II, and Management staff. Excellent communication and interpersonal skills when dealing with both internal/external customer/staff Maintains a professional attitude and appearance providing excellent customer service always, to include maintaining a good work ethic and assisting other analysts when needed.	1

	Performs advanced troubleshooting and remediation activities. Handles end-user requests. Analyzes incoming requests and assigns to appropriate queue. Supports continuous improvement in the process and quality of the operations.	
3	Tier 2 Technical Support Specialist - Applications 3 | BOEING -- Jeppesen: Transforming the way the world moves. Summary: Responsible for providing internal and external customer technical support for all customer-facing applications at the Tier 2 level. Essential Duties: Answers incoming technical support escalations, phone calls, and emails in an effective, efficient, and friendly manner within defined service level agreements on Jeppesen aviation and marine products. Manages and maintains internally hosted Jeppesen applications for stability and performs software upgrades and patches as needed. Enters information into customer resource management tool (Peoplesoft) in order to provide for future tracking and reports to be sent to development and or appropriate business units. Generates, updates, and maintains technical support documentation and tools. Serves as key contact point (liaison) between Tier 1, and Tier 3 (Development). Participates in ongoing training sessions related to any and all supported systems. Performs other related duties, including special projects, as assigned. Education/Experience: Technical degree in a related field of study and typically 5 or more years' related work experience or an equivalent combination of education and experience. Knowledge and Skills: Completely understands and applies job practices, techniques, standards, principles, theories, and concepts. Possesses general knowledge of other related disciplines. Provides technical solutions to a wide range of difficult problems. Develops solutions that are imaginative, thorough, practicable, and consistent with organization objectives. Independently determines and develops approaches to solutions. Receives general direction for work that is reviewed upon completion for adequacy in meeting objectives. Contributes to the completion of specific programs and projects. Failure to obtain results, reaching erroneous decisions or making recommendations would typically result in serious program delays and considerable expenditure of resources. Interacts frequently with inter-organizational personnel and external customers. Represents the organization by providing solutions to difficult technical issues associated with specific projects.	1
4	Technical Support Specialist II | Doctors Hospital at Renaissance -- POSITION SUMMARY: The Tier II Technical Support Specialist supports technologies that center on the desktop presentation to users as well as infrastructure components that support the desktop environment. Under limited supervision, resolves technology issues, interfaces with vendors for product information and support, and works with end users to	1

ensure high satisfaction levels and reliability of our systems.

RESPONSIBILITY:
Promote DHR's mission, vision and values by effectively communicating them to others. Considers mission, vision and values in developing services, standards and practices.

Must possess advanced knowledge and minimum of two years' experience supporting and troubleshooting highly complex computer and data network systems.
Provide a single point of contact for in-depth support of desktops, notebooks, mobile devices, and other hardware, including operating system setup and configuration, trouble shooting, remote access, and problem diagnosis.
Utilize and maintain incident tracking software. Monitor and respond quickly and effectively to requests received through the IT Service Desk.
Provide accurate and detailed documentation of problem, analysis and resolution actions performed during restoration process.
Work with others in Information Technology to coordinate various IT functions so that solutions and knowledge are shared easily and promptly.
Interface with vendors to expedite solutions to problems.
Assists and trains junior technicians with complex problems.
Must be able to adapt and support new and quickly-changing technologies.
Ability to research solutions or information regarding technical issues.
Participates in special projects as required.
Scheduled after-hours support on rotation basis.

Skills/Knowledge

Strong software and hardware troubleshooting skills.
Functional application with Active Directory: user rights, user administration and security.
Functional application with Organizational Units management, groups and permissions.
Functional application with Microsoft Exchange environments.
Functional application with Microsoft Windows 7-10 Professional operating systems.
Functional application with Microsoft Office Suite 2007- 365.
Functional application with software deployment.
Intermediate understanding of TCP/IP and OSI model.
Intermediate understanding of VPN clients.
Intermediate understanding of network terminology and concepts.
Experienced with OS deployment.
Experienced with Remote Desktop Protocol.
Strong software and hardware troubleshooting skills.
Excellent verbal, interpersonal and written communication skill.
Possess advanced problem solving skills.

5	Systems Administrator/Service Desk	General Dynamics Information Technology	1

	Responsible for Tier I, Tier II, and telephone support to end user community on hardware, software, network related questions, and use. Troubleshoots and handles issues, requests or problems with operating systems, applications and remote access for the end-user community. Defines and classifies level, priority and nature of problem, request and/or issue. Responsible for opening, tracking and closing trouble tickets that ensures problem ownership and promotes end-user satisfaction. Tracks activities of field engineers to who tickets were assigned. Must possess a wide range of technical skill and knowledge in computer hardware and software as well as networking systems in use at customer sites. Manage the Incident and Change Management System.	
	Coordinates priorities with numerous functional areas to ensure timely completion	
	Acts as the primary interface for both internal and external costumers	
	Performs intense troubleshooting and problem resolution for multiple locations and networks	
	Manage user accounts in Microsoft Windows 2008R2/2012R2 Server environment	
	Support both classified and unclassified networks	
	Modifies group membership, user profiles, utilizes SCCM, Active Directory, and Exchange to troubleshoot	
	Create e-mail accounts, distribution lists and manage local and global groups	
	Education	
	BA/BS	
	Qualifications	
	2+	
	Requires strong communication and excellent customer service skills.	
	Is competent in the entire range of applications software, hardware, operating system software, networking and systems documentation support issues. MS Windows 2010 Operating Systems.	
	Must be able to interpret user comments, identify problems and provide timely resolution, often on complex technical issues	
	Detail oriented and organized; able to understand information systems and ensure accuracy of work	
	Reviews the work of others and is able to detect errors or needed modifications	
	Is able to identify and resolve problems or help desk inadequacies	
	Has full technical knowledge of all phases of information systems operations	
	For more than 50 years, General Dynamics Information Technology has served as a trusted provider of information technology, systems engineering, training and professional services to customers across federal, state, and local governments, and in the commercial sector. Over 40,000 GDIT professionals deliver enterprise solutions, manage mission-critical IT programs and provide mission support services worldwide. GDIT is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected class.	

6	Onsite Technical Support Associate Manager | Accenture	0

Career Track: Accenture Technology
Role: Onsite Technical Support Manager
Location: Austin, TX

Join Accenture Technology and you'll work alongside fellow industry experts to lead transformational projects and define cutting edge solutions, solving our client's most complex issues. And because our clients span the full range of industries - Including 94 of the Fortune 100 - you'll have the opportunity to pursue your passion, hone your expertise and deepen your knowledge.

Business Process Delivery professionals execute repeatable core business processes and/or technical transactions with a focus on efficiency, first-time quality and overall continuous process improvement.
Job Description:
Accenture is now looking for a great talent to join our team as an Onsite Technical Support Manager. Based in the city of Austin, our Onsite Technical Support Manager will primarily provide direct and remote 1st and 2nd line IT support for Accenture staff situated in and around the Austin offices and various client sites.
Role Details:
Included, but are not limited to, receiving and responding to requests for technical assistance with Accenture hardware and software, managing/assisting with inventory using asset tracking software, and ensuring proper documentation, tracking, escalation, follow-up, and resolution of all incidents. They will exhibit proficient technical skills and excellent customer service focus in daily responsibilities, and maintain Accenture's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing IT solutions.
Additionally, this person will assist with monitoring and compliance with Client Data Protection processes and coordinate CDP activities across teams.

Primary Responsibilities:
Provide technical support for software applications including Apple OS X, Microsoft Office, Adobe Creative Cloud and other Apple Mac software
Deploy workstations and software according to Company standards
Provide support, help and advice to users on Accenture and Accenture's IT environment
Investigate root cause of incidents, document and communicate any identified fixes or workarounds to Accenture team
Manage access to Accenture online systems; end user accounts, permissions, access rights, and storage allocations
Ensure timely user notification of maintenance requirements and effects on system availability
Assist with IT purchases and maintain inventory of all hardware and software
Effective asset management, ensuring that all Accenture owned asset are accurately tracked, updated and secure
Anticipate, mitigate, identify, troubleshoot, implement preventive measures and resolve hardware and software problems of Accenture systems
Effective utilization and management of third party hardware support solution/s
Proactive championing and understanding of CIO products and services
Ensure that incident tracking tickets are kept updated with status/ex; escalate when appropriate to ensure availability and good working conditions of all equipment
Manage and assist in tracking of user access / permissions / licenses for internal applications by creating and maintaining access logs
Develop and maintain proficiency in USTS standard incident tracking system. Stay current with information in the knowledge databases, websites and other information sources.

Seek opportunities to improve knowledge, skills, and performance
Demonstrate initiative and maintain a high degree of professional conduct at all times
Schedule and perform technology upgrades
Provide cross team support for all job responsibilities
Pursue USTS first level certification status in relevant technologies

Basic Qualifications :
Minimum experience of 3 year working in a corporate IT environment
Minimum experience of 2 years with Microsoft operating systems
Minimum experience of 2 years with Apple operating systems
Minimum experience of 2 years with Microsoft Outlook
Professional Skills:
Strong service support orientation.
Proven analytical and problem-solving abilities.
Ability to effectively prioritize and execute tasks in a constantly changing environment.
Strong interpersonal and oral communication skills.
Adept at reading, writing, and interpreting technical documentation and procedure manuals.
Ability to conduct research into hardware and software issues and products as required.
Ability to present ideas and solutions in non-technical, user-friendly language.
Highly self-motivated and directed.
Keen attention to detail.
Skilled at working within a team-oriented, collaborative environment
Fluent English, written and spoken

Technical Skills:
Hands-on knowledge of Apple Mac OS X (WORKING EXPERIENCE REQUIRED) and Windows 7, 8 and 10 (optional)
Knowledge of Microsoft Office, Skype for Business and Outlook for Mac and Windows
Knowledge of mobile devices across multiple platforms
Understanding of laptop/desktop hardware and related troubleshooting
Understanding of IT security fundamentals
Understanding of networking fundamentals
Understanding of Data & Voice Network Services

Candidates who are currently on assignment as part of the Global Careers program are not eligible for consideration.
Applicants for employment in the US must have work authorization that does not now or in the future require sponsorship of a visa for employment authorization in the United States and with Accenture (i.e., H1-B visa, F-1 visa (OPT), TN visa or any other non-immigrant status).

Candidates who are currently employed by a client of Accenture or an affiliated Accenture business may not be eligible for consideration.

7	Technical Implementation Consultant | Fiserv, Inc. -- Find Your Forward at Fiserv, a FORTUNE™ 500 company, and join the industry leader in financial services technology. With more than 23,000 associates around the world, we're pushing the boundaries of what's possible with deep expertise and a dedication to innovation. At Fiserv, you'll find a collaborative environment that values partnership and flexibility. Our rare combination of expertise and innovative spirit helps us deliver the most comprehensive financial solutions to banks and businesses worldwide. We're helping more businesses move money faster and more easily than ever before. Explore the possibilities of a career with Fiserv and Find Your Forward with us. About our Business Unit: Bank Solutions delivers technology products and services for community, regional and large financial institutions, whether they process in-house or through an outsourced service center. This group is responsible for product management and development, service delivery and client support related to the Fiserv bank platforms – Premier, Precision, Cleartouch and Signature. Each comprehensive suite helps clients improve customer service and streamline back-office operations by providing mission-critical banking functionality while also serving as a delivery channel for an array of other advanced, value-adding Fiserv solutions. What does a great Technical Analyst do? Entry level role working on a Financial services software product in this role you will implement technology, build a new product with customers, enhance your career on this technology. Perform remote and/or on-site software implementations, and provide follow-up product support for Fiserv's clients via telephone, email, and web based contact channels. Deliver professional and timely client communications regarding project updates, ongoing support items, and product implementation services. Deeply track, organize and document all product implementation and support related activities. Assist with creation and maintenance of User documentation (hardware / software requirements, end-user technical information, internal procedures, etc.) as needed. Develop and maintain a full grasp of Fiserv products and services and stay abreast of relevant industry trends and standard methodologies Perform other duties as assigned The above statements are intended only to describe the general nature of the job, and should not be construed as an all-inclusive list of position responsibilities. Required Qualifications: Education: Degree in Computer Science, Management Information Systems, Information Technology or related field Equivalent work experience may be substituted Minimum # years' experience required: 2+ years in customer facing projects, client support role, or IT service industry Type of work experience required: Experience with Microsoft Windows Workstation and Server operating systems, physical and virtual environments	0

	Experience with peripheral deployments Basic understanding of data communications and LAN/WAN Previous customer service experience Preferred Qualifications: Possess strong analytical problem solving ability Strong verbal and written communication skills (internal and client facing) Excellent follow-up skills, attention to detail Experience with Unisys Enterprise Output Manager Travel Required : Ability and willingness to travel up to 20%, as needed Work Environment: Occasionally required to work evenings and weekends. Fiserv is an Equal Opportunity Employer/Disability/Vet.	
8	**Regional Technical Lead	HP** --- Applies developed knowledge of the job skills, company policies and procedures to complete a wide variety of difficult assignments/tasks. Thorough understanding of the general/technical aspects of the job. Works on assignments that are moderately complex in nature and require ordinary problem resolution and independent judgment. Works under limited supervision and normally receives no instruction on routine work and general instructions given for new assignments. Responsibilities: Maintain high level Customer satisfaction by clarifying Customer needs and ensuring that they are met. Develop and implement programs for the service organization. Provide direct post-sales systems technical support to HP engineers and HP Authorized Service Providers. Solve technical problems on an assigned hardware and software platforms. Use proactive monitoring procedures/tools to identify problem prevention opportunities. Education and Experience Required: Minimum Vocational/Diploma/ Associate Degree (technical field) equivalent with 2-4 years of working experience in related fields or Degree holder with 1-2 years relevant working experience. Knowledge and Skills: Knowledge of corporate organization, job, and policies. Basic skills in project management.	0

	Strong communication skills, problem analysis, and presentation skills. Ability to develop Customer relationships. Ability to perform while under high-pressure situations. Ability to work in a team environment. Basic networking, O/S, and troubleshooting knowledge. Detailed understanding of general/technical aspects of the onsite system repair job.	
9	Field Technical Specialist | HP -- Applies basic knowledge of the job skills and company policies and procedures to complete a variety of assignments/tasks. Good understanding of the general/technical aspects of the job. Works on assignments that are routine to moderately complex in nature and require basic problem resolution and independent judgment. Allocates own time efficiently. Receives general instructions on all work. Responsibilities: Maintain high level Customer satisfaction by clarifying Customer needs and ensuring that they are met. Handle Customer-relation problems promptly and appropriately, escalate issues according to established procedures. Provide software service, post- sales or service delivery support for local accounts on standard systems. Respond to service, product, technical, and Customer- relations questions . Education and Experience Required: Minimum Vocational/Diploma/ Associate Degree (technical field) equivalent with 1-2 years of working experience in related fields, or Degree holder with no or less than 1 year relevant working experience. Knowledge and Skills: Thorough knowledge of organization and policies. Comprehensive business, technical, or functional knowledge, as well as basic project management skills and communication and analytical problem-solving skills. Ability to build and maintain ongoing relationships with customers, peers and support partners. Ability to perform while under high-pressure situations.	0
10	Cyber Risk Secure Software C# Senior Developer | Deloitte -- Deloitte's Cyber Risk Services help our clients to be secure, vigilant, and resilient in the face of an ever-increasing array of cyber threats and vulnerabilities. Our Cyber Risk practice helps organizations with the management of information and technology risks by delivering end-to-end solutions using proven methodologies and tools in a consistent manner. Our services help organizations to address, in a timely manner, pervasive issues, such as identity theft, data security breaches, data leakage, cyber security, and system outages across organizations of various sizes and industries with the goal of enabling ongoing, secure, and reliable operations across the enterprise.	0

Deloitte's Cyber Risk Services have been recognized as a leader by a number of independent analyst firms.
The team
Deloitte Managed Services & Products Cyber Team consists of engineers, developers, researchers, and analysts focused on delivery of Deloitte's portfolio of cyber-security managed services. The web-developer candidate will be passionate about cyber-security as well as technologies used in conjunction with delivering highly interactive data-driven systems for end-users, clients, and internal groups. They should be able to work well both independently and in collaboration with other team members, have great communication and organizational skills, and can work with minimal supervision. Join the team developing the future state of cyber risk solutions.
Learn more about Deloitte Advisory's Cyber Risk Services practice.

Work you will do
Develop and test secure coding and configuration in C#.
Help train others on secure coding techniques.

| 11 | Desktop Support Technician | Cox Automotive | 0 |

Dealertrack , a Cox Automotive brand, is seeking a Desktop Support Technician for a full-time position in Wilmington, OH . This is a second shift position with hours of 1:00 - 9:00.

The Support Technician provisions and maintains end user computing devices (e.g. desktops, laptops, tablets, mobile phones, and peripheral devices such as printers, scanners, fax and copy equipment). The Support Technician installs and troubleshoots hardware, software, and network problems, escalating to the responsible area with accurate information, and providing technical guidance and oversight.

Responsibilities:
Hardware/Software Installation
Responds to service requests regarding the installation of hardware and software for end user computing devices.
Carries out the hardware procurement process.
Delivers, relocates and disposes of hardware.
Provides basic user training on equipment.
Maintains documentation of physical assets in configuration and asset management records.
Preventive Maintenance
Performs preventative maintenance on all electronic devices and peripheral equipment.
Incident Management
Performs 2nd level support; troubleshooting and resolving hardware and software issues for desktops, laptops, tablets, mobile phones, and peripheral devices.
Performs research and develops solutions for hardware and software issues.
Updates incident records and knowledge base with appropriate and timely information.
Problem Management
Recommends solutions, resolve problems associated with incidents, and update problem records.
Conducts root cause analysis.

Submits requests for change records to remove errors.
Customer Service
Updates customer with progress.
Provides services per SLAs.

Qualifications:
High school diploma
2 – 4 years of working experience
Working experience supporting end-user computing devices
Working experience troubleshooting Windows and Mac operating systems
Working experience troubleshooting mobile operating systems (iOS and Android)
Working experience working with a ticket management/service desk system
Working experience in an ITIL-based environment
Working experience as a participant in a change management process
Working experience of Microsoft Office products
Technical certifications such as A+, Network+, MCP, MCDST

About Cox Automotive
Cox Automotive Inc. makes buying, selling and owning cars easier for everyone, while also enabling mobility services. The global company's 34,000-plus team members and family of brands, including Autotrader®, Clutch Technologies, Dealer.com®, Dealertrack®, Kelley Blue Book®, Manheim®, NextGear Capital®, VinSolutions®, vAuto® and Xtime®, are passionate about helping millions of car shoppers, tens of thousands of auto dealer clients across five continents and many others throughout the automotive industry thrive for generations to come. Cox Automotive is a subsidiary of Cox Enterprises Inc., a privately-owned, Atlanta-based company with revenues exceeding $20 billion. www.coxautoinc.com
Cox is an Equal Employment Opportunity employer - All qualified applicants/employees will receive consideration for employment without regard to that individual's age, race, color, religion or creed, national origin or ancestry, sex (including pregnancy), sexual orientation, gender, gender identity, physical or mental disability, veteran status, genetic information, ethnicity, citizenship, or any other characteristic protected by law.
Statement to ALL Third-Party Agencies and Similar Organizations: Cox accepts resumes only from agencies with which we formally engage their services. Please do not forward resumes to our applicant tracking system, Cox employees, Cox hiring manager, or send to any Cox facility. Cox is not responsible for any fees or charges associated with unsolicited resumes.

12	Technical Support Analyst - IT (Draper, Utah) | DELL --- Technical Support Analyst - IT (Draper, Utah) Competitive salary Work Work At Dell? Dell provides the technology that transforms the way we all work and live. And more than a technology company — we are a people company. We inspire, challenge and	1

respect every one of our over 100,000 employees, and also provide them with growth and development opportunities. We can't wait for you to discover this for yourself as a Technical Support Analyst in Draper, Utah.

Why do Dell customers remain Dell customers? It's because of our consistently high levels of customer service. Our IT Technical team is the focal point of this commitment. We provide technical support and training to PC and PC network users. Known for our versatility across the technical spectrum, we use hardware and software tools to solve problems while supporting, installing and maintaining PCs, LANs, server hardware, operating systems, software and related-IT sanctioned peripherals.

What You Will Love About This Job:

Installation and maintenance of routine hardware/software systems and supporting large user groups

Install and support both hardware and software components for user group

Perform preventive maintenance, test and repair of equipment

Evaluate system configuration and software to ensure effective use of hardware resources

Address and resolve hardware, software and customer issues

Provide positive customer experience with each customer interaction

Requirements:

Relevant experience plus High school diploma or equivalent required, or equivalent combination of education and work experience; Experience to include:

Installing and configuring both hardware and basic desktop software

Performing analytical and technical tasks on PC systems

Frequently develops new or improves existing processes for supporting systems, escalations, engagement and project management; Knowledge of processes and resources required to perform analytical and technical tasks on PC systems, with knowledge of LAN server systems.

Strong troubleshooting skills

Strong customer service and excellent communication skills required for daily, heavy interaction with internal and external clients via many channels (face to face, phone, chat, email, etc.)

Good understanding of the fundamentals of network and desktop administration, installations, upgrades, techniques, tools, materials, and equipment

Ability to lift 30 lbs frequently to maintain lab inventory and excess system returns on a daily basis

Preferences:

3-5 years of hands on, daily experience supporting internal and external customers in direct interactions (in person, phone, email and chat) for PC hardware and software troubleshooting, repair and replacements

Intermediate understanding of the fundamentals of network and server/desktop administration, installations, upgrades, techniques, tools, materials, and equipment

Benefits:

We offer highly competitive salaries, bonus programs, world-class benefits, and growth and development opportunities — all to create a compelling and rewarding work environment.

If you can ensure a positive customer experience with every technical interaction, this is your opportunity to develop with Dell!

	marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Dell will not tolerate discrimination or harassment based on any of these characteristics. Dell encourages applicants of all ages.	
13	Senior Web Software Developer | General Dynamics Information Technology --- Develops, codes, deploys and maintains web applications and websites. 1. Provides advanced application development and technical support for customer websites. 2. May work in a consulting capacity across multiple tasks or contracts. 3. Collaborates with graphic artists to develop web page graphics that support interactive, marketing-focused content. 4. Provides technical consultation in new systems development, new package evaluations and enhancements of existing systems. 5. Prepares functional specifications from which programs will be written, then designs, codes, tests, debugs and documents programs. 6. Participates in the technical design, development, testing, implementation and maintenance of website enhancements. 7. Oversees systems tests and monitors test results and corrective actions. 8. Provides guidance and work leadership to less-experienced staff, and may have supervisory responsibilities. 9. May serve as a technical team or task leader. 10. Maintains current knowledge of relevant technology as assigned.	0

	11. Participates in special projects as required. Education Bachelors Degree in Computer Science or a related technical discipline, or the equivalent combination of education, professional training or work experience. Qualifications 10-15 years of related experience in web software development. For more than 50 years, General Dynamics Information Technology has served as a trusted provider of information technology, systems engineering, training and professional services to customers across federal, state, and local governments, and in the commercial sector. Over 40,000 GDIT professionals deliver enterprise solutions, manage mission-critical IT programs and provide mission support services worldwide. GDIT is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected class.	
14	Sr Systems Administrator - Service Desk | General Dynamics Information Technology -- Under general supervision, responsible for providing second level telephone support to end-user community on hardware, software and network related problems, questions and/or issues. Troubleshoots determine problems for operating systems, applications and remote access, email and telephone and wireless issues. Responsible for network and email account provisioning and management, as well as, wireless mobility problems, issues or request. Defines and classifies level, priority and nature of problem, request and/or issue. If unable to diagnose problem and/or problem requires physical interaction with end user the technician escalates problem to the appropriate team. Responsible for opening, tracking and closing trouble tickets. Ensures problem ownership and promotes end-user satisfaction. Tracks activities of field engineers to who tickets were assigned. Must possess an advanced technical skill and knowledge in computer hardware and software as well as networking systems in use at customer sites. Requires experience and knowledge of installation, configuration and troubleshooting of computers. Must have basic knowledge of help desk call tracking management systems. Requires strong communication and excellent customer service skills. Knowledge, Skills and Abilities Requires a good working knowledge of applications software, hardware, operating system software, networking and systems documentation support issues Excellent communication skills Must be able to interpret user comments, identify problems and provide timely resolution, often on complex technical issues Detail oriented and organized; able to understand information systems and ensure accuracy of work Education	0

	Bachelors Degree in Computer Science or a related technical discipline, or the equivalent combination of education, technical certifications or training, or work experience. Qualifications 5-8 years of directly related experience in systems administration and analysis. Microsoft Certified Desktop Support Technician (MCDST) Certification preferred ITIL v3 Certification preferred DoDI 8570.01m Certification required For more than 50 years, General Dynamics Information Technology has served as a trusted provider of information technology, systems engineering, training and professional services to customers across federal, state, and local governments, and in the commercial sector. Over 40,000 GDIT professionals deliver enterprise solutions, manage mission-critical IT programs and provide mission support services worldwide. GDIT is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected class.		
15	Sr. Systems Administrator Advisor- Polygraph | General Dynamics Information Technology --- Manages the functionality and efficiency of a group of computers running on one or more operating systems		0
16	Senior Sales Consultant | Oracle --- Senior Sales Consultant - 18001J85 Detailed Description and Job Requirements Provides direction and specialist knowledge in applying the technology/application to client business. Facilitation of customer product/application understanding through presentations demonstrations and benchmarks; provision of support throughout the sell. As a Senior Sales Consultant you will be responsible for providing presales technical / functional support to prospective clients and customers while ensuring customer satisfaction with minimal supervision. Acts as a technical resource for less experienced Sales Consultants. Develop and deliver high quality standard Oracle presentations and demonstrations. Present and articulate advanced product features and benefits, product future direction and overall Oracle solutions. Design, validate, and present Oracle software solutions to include advanced product concepts, future direction, and 3rd party complimentary products. Develop and manage reference sites through high quality technical, professional client relationships. Job duties are varied and complex, needing independent judgment. May have project lead role. 5 years vendor (sales and marketing) experience. 5 years relevant		0

	computer applications or database/tools. Demonstrated proficiency in one multi-user operating system. Through knowledge of system and application design. Strong verbal and written communication skills: needs analysis, positioning, business justification, closing techniques. Demonstrated ability to solve complex technical problems with accounts in complex technical environments. Ability to travel as needed. BS degree or equivalent; advanced degree desirable. Oracle is an Equal Employment Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability and protected veterans status or any other characteristic protected by law.	
17	Master Principal Sales Consultant | Oracle --- Master Principal Sales Consultant - 190001JO Detailed Description and Job Requirements Provides direction and specialist knowledge in applying the technology/application to client business. Facilitation of customer product/application understanding through presentations demonstrations and benchmarks; provision of support throughout the sell. As a Master Principal Sales Consultant you will be responsible as the expert for formulating and leading presales technical / functional support activity to prospective clients and customers while ensuring customer satisfaction. Acts as a technical resource and mentor for less experienced Sales Consultants. Focuses on large or complex sales opportunities that need creative and complex solutions. Develops productivity tools and training for other Sales Consultants. Develops and delivers outstanding Oracle presentations and demonstrations. Leads any and all aspects of the technical sales process. Advises internal and external clients on overall architect solutions. Acknowledged authority within the Corporation. Acts as a leader of large-scale company initiatives. Viewed by peers as a leader and top contributor and by line management as a key business partner. 3 years vendor (sales and marketing) experience. 7 years business experience with relevant computer applications or database/tools. Ability to implement the most advanced product features. Thorough knowledge of system and application design. In depth knowledge of competitors. Demonstrated project management skills. Demonstrated excellent verbal and written communication skills: needs analysis, positioning, business justification, closing techniques. Ability to persuade others through presentations, demonstrations, and written communication. Ability to travel as needed. BA/BS degree or equivalent, advanced degree highly desirable. Oracle is an Equal Employment Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability and protected veterans status or any other characteristic protected by law.	0
18	IT Helpdesk Specialist | Ascension At Home --- Overview Provides user support and customer service on company supported computer applications and platforms. Troubleshoot problems and advise on the appropriate action. Responsibilities ESSENTIAL DUTIES AND RESPONSIBILITIES: Provide tier-one level support for all of the technology deployed within their area of responsibility.	1

	Adhere to all company policies and procedures. Responds to request for technical assistance via phone or electronically Diagnose and resolve technical hardware and software issues Research questions using available information resources Advise user on appropriate action Log all help desk interactions Redirect problems to appropriate resource Identify and escalate situations requiring urgent attention Track and route problems and request and document resolutions Stays current with system information, changes and updates Performs other duties, as required Ability to prioritize help desk requests Problem-solving abilities Excellent interpersonal and customer service skills with ability to communicate with and provide direction to all levels of employees within an organization as well as communicate effectively with all external customers / vendors Strong customer service and written communication skills Strong attention to detail Strong organizational and time management skills Proven ability to work in a fast paced environment and meet deadlines Qualifications MINIMUM QUALIFICATIONS: Experience/Knowledge: Must have healthcare IT experience. 1-2 years' experience in the IT Help Desk industry Working knowledge of fundamental operations of relevant software, hardware and other equipment Knowledge of relevant call tracking applications Experience in the installation, administration, and support of enterprise systems. Working knowledge of Microsoft operating systems, databases and applications. Strong analytical, problem solving, teamwork and customer support skills required. Effective oral and written communication skills with the ability to interact effectively with end-users, peers and management and provide technical leadership as needed. Education Network+, A+ and MCP certification preferred.	
19	Systems and Web Page Administrator | General Dynamics Information Technology --- Provide on-site systems and basic webpage administration support for the administrative operation and maintenance of server hardware and software on customer specific networks and systems. Maintains system security; executes practices and procedures; and monitors usage statistics and logs. Initiates troubleshooting and incident response procedures for system related problems. Performs technical troubleshooting to solve complex problems. Design and application of basic front end Webpages. Escalates unresolved issues to Tier III support groups for resolution as needed. Identifies and suggests necessary solutions or process changes to improve efficiency.	1

	Develop and maintain an in-depth knowledge of system infrastructure including Microsoft platforms and all supported applications and services. All support shall comply with applicable DOD regulations and site procedures.	
20	**Mid-Level C#, C++ or Java Software Developer_Medusa	SAIC** --- SAIC is seeking three (3) a highly motivated Mid-Level Software Developers to support Counter-UAS Software Development. Unmanned Aerial Vehicles (UAVs) are becoming more prevalent around the world. The Medusa program has been established to integrate the system to defeat the UAV threats CONUS and OCONUS. This Medusa software is a suite of software used to help detect, identify, and defeat threatening UAVs. The Medusa software executes algorithms based on the configuration given and assists the operator in detecting and identifying UAVs. The Medusa program has fixed, portable, mobile, and unmounted configurations, allowing usage in most needed situations. Job Description: Candidate will provide software development and maintenance support for various Medusa programs. This involves working on an Agile Development Team, designing, implementing, documenting, building, and unit testing software in an Android development environment. #HSV Qualifications Required Qualifications: BS degree in relevant field of study (Computer Science, Software, Electrical, or Computer engineering, etc.) and 5+ years of experience Must be able to obtain a DoD Secret Security Clearance Required Skills: Java, C# , or C++ SW Development Android development environment Agile Development processes Object-Oriented programming and Design Good Communications Skills Overview SAIC is a premier technology integrator, solving our nation's most complex modernization and systems engineering challenges across the defense, space, federal civilian, and intelligence markets. Our robust portfolio of offerings includes high-end solutions in systems engineering and integration; enterprise IT, including cloud services; cyber; software; advanced analytics and simulation; and training. We are a team of 23,000 strong driven by mission, united purpose, and inspired by opportunity. Headquartered in Reston, Virginia, SAIC has annual revenues of approximately $6.5 billion. For more information, visit saic.com. For information on the benefits SAIC offers, see Working at SAIC. EOE AA M/F/Vet/Disability	0
21	**Engineer, Software - ESP - Virginia Tech	General Dynamics Information Technology** --- This posting is only for current students at the Virginia Tech. Must be willing and able to obtain a TS/SCI with Polygraph as part of your employement offer through the	0

Enhanced Sponsorship Program.

Responsibilities:
Researches, designs, develops and/or modifies enterprise-wide systems and/or applications software.

1. Participates in the design and coding of software products.

2. Performs systems modeling, simulation, and analysis.

3. Prepares comprehensive test plans and conducts tests.

4. Analyzes test results and recommends moderately complex corrections to more experienced software engineers.

5. Designs and develops compilers, assemblers, utility programs, and operating systems.

6. Advises hardware engineers on machine characteristics that affect software systems, such as storage capacity, processing speed, and input/output requirements.

7. Writes and updates technical documentation such as user manuals, system documentation, and training materials.

8. Troubleshoots problems and provides customer support for software operating system and application issues.

9. Maintains current knowledge of relevant technology as assigned.

10. Participates in special projects as required.

Education

Bachelors Degree in Computer Science, Engineering or a related technical discipline, or the equivalent combination of education, technical training, or work/military

experience.

Qualifications

2-5 years of related software development experience.

For more than 50 years, General Dynamics Information Technology has served as a trusted provider of information technology, systems engineering, training and professional services to customers across federal, state, and local governments, and in the commercial sector. Over 40,000 GDIT professionals deliver enterprise solutions, manage mission-critical IT programs and provide mission support services worldwide. GDIT is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected class.

#DPOST #CJPOST #SWDEVIC #ISDCJ #ERP

| 22 | Windows Systems Administrator - TS/SCI - Wright-Patterson AFB, Ohio | General Dynamics Information Technology
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Manages the functionality and efficiency of a group of computers running on one or more operating systems.

1. Manages the functionality and efficiency of a group of computers running on one or more operating systems.

2. Maintains the integrity and security of servers and systems.

3. Sets up administrator and service accounts.

4. Maintains system documentation

5. Interacts with users and evaluates vendor products.

6. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery. | 1 |

7. Develops and monitors policies and standards for allocation related to the use of computing resources.

8. May program in an administrative language.

9. Develops and implements testing strategies and document results.

10. Provides advice and training to end-users.

11. Provides guidance and work leadership to less-experienced staff members.

12. Maintains current knowledge of relevant technologies as assigned.

13. Participates in special projects as required.

Education

Bachelors Degree in Computer Science or a related technical discipline, or the equivalent combination of education, technical certifications or training, or work experience.

Qualifications

5-8 years of directly related experience in systems administration and analysis.

For more than 50 years, General Dynamics Information Technology has served as a trusted provider of information technology, systems engineering, training and professional services to customers across federal, state, and local governments, and in the commercial sector. Over 40,000 GDIT professionals deliver enterprise solutions, manage mission-critical IT programs and provide mission support services worldwide. GDIT is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected class.

23	Senior Manager - Support Desk(Associate Digital Experience)	Walmart Stores	0

Position Description
Manages a team of support associates who troubleshoot and resolve complex IT issues. Provide operational support improvements to decrease issues, increase speed to resolution, and resolve recurring known issues. Ensures business needs are being met Ensures project manager development and continued successful performance Manages geographically distributed teams, off-shore development teams and third-party vendors (for example, software vendors, hardware vendors, photo vendors, content providers) Promotes and supports company policies, procedures, mission, values, and standards of ethics and integrity Provides supervision and development opportunities for associates

Minimum Qualifications

Bachelor of Science and 5 years' technical program management experience OR Master of Science and 2 years' technical program management experience OR 9 years' technical program management experience.

Additional Preferred Qualifications
3 years experience building or implementing multiple types of infrastructure technologies (for example, routers, switches, servers).
2 years experience designing, leading, and implementing technology projects with Active Directory, Slack, MS Office
and internal Walmart systems.
1 year experience troubleshooting network infrastructure problems.

Company Summary
What started small, with a single discount store and the simple idea of selling more for less, has grown over the last 50 years into the largest retailer in the world. Each week, over 260 million customers and members visit our 11,695 stores under 59 banners in 28 countries and e-commerce websites in 11 countries. With fiscal year 2017 revenue of $485.9 billion, Walmart employs approximately 2.3 million associates worldwide. Walmart continues to be a leader in sustainability, corporate philanthropy and employment opportunity. It's all part of our unwavering commitment to creating opportunities and bringing value to customers and communities around the world.

24	Systems Administrator Advisor	General Dynamics Information Technology	1

The Systems Administrator monitors and supports systems and systems infrastructure solutions to advance NETCOM's organizational goals and objectives. The position provides advanced-level technical expertise, as well as escalation support, for all managed systems, infrastructure, and services. The Systems Administrator actively works on multiple technical projects simultaneously. In addition, as a member of the Systems team, the Systems Administrator maintains shared responsibility for day-to-day technical support of the organization's workstation, VoIP, and server environments.

JOB RESPONSIBLILITIES :

Respond to trouble tickets and perform troubleshooting on the systems supporting the Joint Management Network infrastructure
Maintain and administer systems standards, documentation, processes, and procedures
Work with other departments to activate services and assists with problem resolution as required
Prepare written reports and other documentation necessary to communicate ideas, concepts, and details necessary to accomplish specific goals

	Serve as the next level for troubleshooting, diagnosing, and repairing systems related impairments Perform training for fellow technical professionals and customers Monitor and handle unscheduled and scheduled maintenance work Ability to craft effective methods and procedures for group procedures Establish and recommend systems infrastructure policies and standards for the team and organization. Monitor performance, security, and availability of the server environment. Recommend changes in technologies and practices to improve these metrics. Administration in all aspects of maintaining a Microsoft Windows Server environment Following a build process: plan, build and implement physical and virtual Windows servers Enforce security controls and maintain operation readiness Provide general support activities to restore service in break/fix situations Manage and maintain equipment and peripherals for the Global Management Team	
25	Systems Administrator (Close Support), w/Poly | General Dynamics Information Technology --- Close Support, Highly Professional with detailed Microsoft suite experience,Strong Networking and troubleshooting skills. Familiar with multiple desktop interfacing applications. Great customer service skills to work with demanding high paced customer. Manages the functionality and efficiency of a group of computers running on one or more operating systems	1
26	Software Support Engineer - Level III | NCR --- About NCR NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 700 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier. NCR is headquartered in Atlanta, Georgia, with nearly 30,000 employees and does business in 180 countries. Job Summary: Primarily responsible for the diagnosis, troubleshooting and resolution of StorePoint end-user reported issues. This includes, but not limited to, NCR StorePoint suite of applications, MS SQL and Windows platforms. Troubleshooting and diagnosis of POS, peripherals and server hardware also required. Responsibilities: Deliver efficient and premium quality third-level support to NCR StorePoint end-users and internal help desks, meeting all established service level agreements. Understand completely all customer service level agreements, and company and department-related guidelines. Document incidents and requests in the current NCR CRM system according to Support Team procedures. Document escalated incidents to Development in the current NCR defect tracking system according to Support Team procedures. Create and input knowledge base items in the current NCR CRM system. Monitor customer reported problems to identify potential areas requiring further intervention, and communicate to appropriate personnel.	0

Perform technical testing and reproduction of customer reported issues on lab systems when needed.
Review and update technical support documentation to ensure information is complete and accurate.
Collaborate with third-party vendors to resolve software/hardware issues reported by customers.
Participate in applicable phases of projects involving, but not limited to, installation, configuration, testing, and deployment of new releases of the StorePoint software suite.
Ability to travel to customers sites for training or support, as well as travel to other offices for training, education, meetings, end-user functions, etc.
Ability to work remotely during off-hours, weekends, and holidays.
Ability to take after hours on-call duties on a rotating schedule.
Requirements:
Associates Degree preferred or equivalent years of experience.
3 – 5 years of technical/product support experience. POS support experience preferred.
Thorough knowledge of computer hardware, Operating Systems and peripheral equipment.
Very proficient with Windows operating system environment, routine commands and administration activities.
Proficient in MS SQL, in both the administration and querying of databases.
Working knowledge of network configuration concepts and protocols for local area network (LAN) and wide area network (WAN).
Ability to read and analyze moderately complex technical manuals and operating procedures.
Be proficient in communicating effectively by email, orally or on the telephone with an audience that may include less technically oriented abilities.
Maintain positive daily working relationships for effective communication with internal departments essential to performance of duties, and a wide range of customers and vendors.
EEO Statement

Integrated into our shared values is NCR's commitment to diversity. NCR is committed to being a globally inclusive company where all people are treated fairly, recognized for their individuality, promoted based on performance and encouraged to strive to reach their full potential. We believe in understanding and respecting differences among all people. NCR does not discriminate in employment based on sex, age, race, color, creed, religion, national origin, disability, sexual orientation, veteran status, military service, genetic information, or any other characteristic or conduct protected by law. Every individual at NCR has an ongoing responsibility to respect and support a globally diverse environment.

Statement to Third Party Agencies

To ALL recruitment agencies: NCR only accepts resumes from agencies on the NCR preferred supplier list. Please do not forward resumes to our applicant tracking system, NCR employees, or any NCR facility. NCR is not responsible for any fees or charges associated with unsolicited resumes.

27	Technical Support Tech III | Amazon.com Services, Inc.	0

	Experience in the following areas of IT:	
	Microsoft Windows (server and desktop), Linux (server and desktop), and Mac Support	

Advanced Troubleshooting skills in a multi-user high pressure environment
Understanding of networking concepts such as DNS, DHCP, Email, HTTP, SSL, OSI Model, and TCP/IP protocols and applications
Experience with Data Cabling / Computer Facilities maintenance
Proven skills in PC repair, troubleshooting, deployment, and liquidation
Experience communicating verbally and in writing with peers, management, contractors and vendors
Proven ability to work successfully with limited supervision
Some on call responsibilities are required
Strong communications skills
Experience dealing with customers during problem resolution and operating efficiently within tight deadlines.
Ability to travel up to 50% of the time
A passion for technology and ability to learn complex technologies quickly

At Amazon, we strive to be Earth's most customer-centric company where people can find and discover anything they want to buy online. We hire the world's brightest minds, offering them an environment in which they can relentlessly improve the experience for customers.

Amazon has an immediate opening for an IT Support Engineer for our Amazon corporate office in Seattle, WA. The IT Support Engineer serves as the liaison between the infrastructure and general operations of the facilities. Support Engineers provide hands-on support for client hardware and software on Windows, Mac, and Linux systems. They also support networking and local server resources for their site. Regular activities include pc imaging and repair, network troubleshooting, AV/VC support, assisting central support with chat and/or phone support, project management, mentorship of junior technicians, systems administration in a variety of software and hardware environments, telecom administration, and hardware procurement.

The Support Engineer must have an excellent understanding of computers (both hardware and software) and a demonstrated willingness to learn and apply new technology. They must possess superior technical aptitude, written and oral communications skills, and the ability to deal effectively with people in a wide variety of situations. Additionally they must possess strong analytical skills with demonstrated problem solving ability. Previous experience exercising high levels of initiative, judgment, and diplomacy required. Proven ability to operate in high pressure situations, successfully handle multiple priorities, and possess a high level of discipline while remaining flexible.

The role involves some periods working remotely and independently from your team and requires the ability to drive change while maintaining excellent communications.

28	Client Engineering System Adminstrator | Cox	0

This position supports the design, development, and implementation of desktop technology to meet business needs. He/she will implement and maintain the comprehensive development and testing environment that will become the standard for evaluating desktop hardware, mobile devices, operating systems and software, including feature updates and patches, security configurations, image deployment and lifecycle management for the End-User Computing environment. These efforts involve all departments across Cox Enterprises, as well as regular collaboration with colleagues at other Cox divisions. This individual will also monitor user requests and system issues and serves as support in responding to and diagnosing production support problems. The Client Engineering System Administrator will gain organizational commitment for all high-level infrastructure plans and initiate and participate in projects to evaluate technologies and methods for implementing these plans. This position

will provide support to 1200+ local and remote users and computer systems. The position is responsible for the roll out of corporate software and hardware. Good communications skills are a must. The candidate must be diplomatic, tactful and communicate effectively with technical and non-technical personnel. To be successful in this position, you must be focused on results and you must be willing and capable of managing multiple tasks concurrently within a corporate executive environment.

This position is in the Client Engineering team and will require this individual to participate in any operational rotations such as off hour implementations to avoid outages to our executive customers. This is a full time with after hours support as necessary.
Responsibilities include:
Assists in developing desktop computing architecture and roadmap for the enterprise including hardware, operating systems, and software
Provide expertise for various IT projects by providing systems analysis and hardware requirements screening.
Performs software testing and deployment
Evaluates software purchase requests and provide the best options
Plans and executes software maintenance, patching, and upgrades 3rd party products
Responsible for managing workstation compliance and security updates for Windows and MacOS
Provides endpoint security solution management and support
Conduct R&D of new technology, product testing, and performance measurements in a simulated development or test lab environment as a proof concept for possible implementation process.
Create and update documentation of all engineering processes and procedures and supported applications
Acts as 3rd Tier Client Support and Technical Leadership, escalation point for Client Support team members
Helps to provide creative solutions for end user computing needs
Management of the VDI environment (Citrix and VMware) including thin clients and virtual desktop user profiles and images
Create and update training and operational documentation of systems for transition to production.
Define and document image build processes including testing, quality assurance and implementation.
Package, test and evaluate software and applications for distribution.
Maintain in-depth knowledge of company's strategic business plans.
Collaborate with end users and senior management to define business requirements for complex systems development and gain buy-in for all infrastructure plans.
Provide architectural consulting expertise for the Windows and Mac OS platforms, including direction, and assistance to Systems Analysts, Systems Engineers, and other Systems Architects.
Document and develop in-depth knowledge of company's existing End-User Computing architecture/infrastructure, and technology portfolio.
Develop, document, communicate, and enforce technology standards policies.
Conduct research on emerging technologies in support of infrastructure development efforts and recommend technologies that will increase cost effectiveness and infrastructure flexibility.
Develop, document, make recommendations, and communicate plans for investing in IT infrastructure, including analysis of cost reduction opportunities.
Develop and execute test plans to check infrastructure and systems technical performance. Report on findings and make recommendations for improvement.
Weekend/holiday work required as needed for extended business hours support.
Qualifications:
Required
MCSA and/or MCSE certification
Bachelor's degree or higher in Computer Science, Information Systems, Engineering, or equivalent work experience. 5 years or more of related technical experience may

be substituted for degree requirements.

3 to 5 years system administration experience in a medium-to-large scale environment (1000+ desktop systems).

3 to 5 years experience with Windows Server 2008 or newer and VMware ESX system administration.

3 to 5 years experience with enterprise administrative scripting using a major scripting language (PowerShell, Perl, VBS, Batch Programming)

3 to 5 years experience with Active Directory infrastructure, GPOs and GPPs.

3 to 5 years experience of virtual desktop infrastructure system administration (Citrix XenApp and XenDesktop)

3 to 5 years experience in Endpoint management, imaging and patching (BigFix and/or SCCM)

High level of customer service focus, including excellent phone etiquette

Outstanding organizational skills, ability to prioritize effectively, and experience with technical project management.

Preferred

3 to 5 years experience with Apple MacOS; familiarity with Unix is a plus.

Strong technical writing and presentation skills with ability to effectively communicate with all levels of customer organization.

Experience with MDM platforms including Intune and AirWatch.

Experience with software deployment and application repackaging

About Cox Enterprises

Cox Enterprises is a leading communications, media and automotive services company. The company's major operating subsidiaries include Cox Communications (cable television distribution, high-speed Internet access, telephone, home security and automation, commercial telecommunications and advertising solutions); Cox Automotive (automotive-related auctions, financial services, media and software solutions); and Cox Media Group (television and radio stations, digital media, newspapers and advertising sales rep firms).

The company's major national brands include Autotrader, Kelley Blue Book and Manheim. Through Cox Automotive, the company's international operations stretch across Asia, Australia, Europe and Latin America. To learn more about Cox's commitment to people, sustainability and our communities, please visit www.CoxCSRReport.com.

Cox is an Equal Employment Opportunity employer - All qualified applicants/employees will receive consideration for employment without regard to that individual's age, race, color, religion or creed, national origin or ancestry, sex (including pregnancy), sexual orientation, gender, gender identity, physical or mental disability, veteran status, genetic information, ethnicity, citizenship, or any other characteristic protected by law.

Statement to ALL Third-Party Agencies and Similar Organizations: Cox accepts resumes only from agencies with which we formally engage their services. Please do not forward resumes to our applicant tracking system, Cox employees, Cox hiring manager, or send to any Cox facility. Cox is not responsible for any fees or charges associated with unsolicited resumes.

29	USMD - Associate Tech Support Analyst	UnitedHealth Group	0

USMD part of OptumCare is a multi-specialty group of hospital, clinics and physicians. USMD serves the Dallas-Fort Worth metropolitan area with more than 250 physicians and associate practitioners, and provides healthcare services to patients in more than 20 different specialties at its 2 hospitals, 4 cancer treatment centers and nearly 50 physician clinics, many of which are multi-specialty.

Primary Responsibilities:

Provide advanced troubleshooting and second level support to internal and external customers, including the corporate offices and remote clinic locations

Configure and deploy computer systems, required software applications as well as provide continual support of related hardware and software

Receive, document and work problem tickets in the help desk system

Responsible for all aspects of desktop systems configuration, performance, and operation

Provide technical support for all desktop hardware and devices such as pcs, thin clients, laptops, tablets, printers, scanners, monitors

Responsible for the deployment of software, remote support, and inventory management

Ensure desktop computers interconnect seamlessly with network systems, including file servers, email servers, computer conferencing systems, application services and administrative systems

Independently resolve hardware issues, network connectivity and application related questions for third party products

Performs other duties as assigned

Required Qualifications:

High school diploma or equivalent

3+ years of work experience in direct IT hardware and software support

Knowledge of Windows 7, Windows 10 and Microsoft Office products

Ability to travel locally

Preferred Qualifications:

Technical degree

Information technology certifications

CompTIA A+ certification

Networking knowledge

Troubleshooting skills

Customer service experience in a technical setting

Careers with USMD. If you're idea of a great day at work involves putting great new ideas to work, we should talk. Throughout the greater Dallas area, we've built an evolving, integrated health care model that brings primary care and specialist providers together to work in new and better ways. A thriving part of OptumCare and the UnitedHealth Group family of companies, our multi-specialty group of hospitals, clinics and providers features more than 250 physicians and associate practitioners. We provide health care services to patients in more than 20 different specialties at our two hospitals, four cancer treatment centers and nearly 50 physician clinics. Join us and start doing your life's best work.(sm)

	UnitedHealth Group is a drug-free workplace. Candidates are required to pass a drug test before beginning employment. Job	
30	Systems & Applications Specialist I | The University of Texas Health Science Center at H... --- Provides end-user support for information technology, software, applications, security, and instructional video technologies. Manages 2 sites within the Dallas campus and provides desktop, laptop, mobile device, printer and telepresence support for faculty, staff and students. Department: School of Public Health Location: Dallas FLSA: Exempt Status: Full time Position Key Accountabilities: 1. Provides technical support for desktop computers and other peripheral equipment, including installing, configuring, maintaining, and repairing equipment in a networked environment. Determines feasibility of repair or replacement of equipment, and acts on issues as necessary. 2. Provides classroom and end-user support for the instructional television (ITV video conferencing) system displayed for all campuses. This includes monitoring and management of deployed ITV systems as well as managing the physical classroom technology systems. These systems include video conferencing equipment, sound/audio equipment, projections systems, wireless internet, etc. 3. Troubleshoots desktop services and systems and makes recommendations for improvements to increase productivity and address workflow issues. Manages IT support request system and responds to requests in a timely manner. 4. Meets with users to determine software, application, or systems needs. Researches solutions and provides users with recommendations for appropriate solutions to address their needs. Stays abreast of industry technology to provide end users with technology consulting which meets their requirements and is in line with applicable regulations and policies. 5. Provides training to users on various systems, applications and software as needed. 6. Documents each case, annotating all updates to ensure proper documentation of the resolution. 7. Responsible for maintaining equipment and software inventory. Maintains files and documentation for various software installations. 8. Participates in the execution of rollouts/deployments, migrations and upgrades. 9. Other duties as assigned. Certification/Skills: A+, MCSE and/or MTA (Microsoft Technology Associate) preferred. Good communication skills both verbal and written. Minimum Education: Associate's degree or relevant work experience in lieu of education. Minimum Experience:	0

	Two (2) years of related experience. May substitute required experience with equivalent years of education beyond the minimum education requirement. Physical Requirements: Exerts up to 50 pounds of force occasionally and/or up to 50 pounds frequently and/or up to 20 pounds constantly to move objects. Security Sensitive: This job class may contain positions that are security sensitive and thereby subject to the provisions of Texas Education Code § 51.215	
31	IT Specialist | Capital --- DESCRIPTION Spuntech Industries is a dynamic developer, manufacturer, and supplier of spunlace hydroentangled fabric products and is a world leader in the nonwoven market. Founded in 1996, Spuntech is owned by Nissan Medical Industries and traded on the Tel Aviv Stock Exchange. The Company has three production facilities two in Galilee, Israel, and one in Roxboro,North Carolina. The successful candidate will provide maintenance of computer and communication systems and ongoing support to internal users. Responsibility for plant IT issues and technological advancements. DUTIES Ongoing system support, user training and help desk. Network function oversee including Error messages, virus protection, storage limits and resources. Check and execute backups and file recoveries as needed. Installation of PCs, printers and miscellaneous IT equipment. Software and application installations including Servers and VMware. Follow license expiration dates and confirm intact licensing for all plant applications. Manage user accounts in active directory. Write and demonstrate instructions for users on IT and network programs. Troubleshoot and solve IT issues. Lead IT initiatives at site level. Ongoing updates to IT manager on computing, communication and security issues on site. Participation in technological projects in partnership with the IT manager and the global System Administration. Managerial oversight on the implementation of company information security procedures and methodology. Implementation and operation of data security products and education of employees on best practice behavior leading to data preservation.	1

	QUALIFICATIONS	
	2-3 years experience in IT support Ongoing system support, user training and help desk. Network function oversee including Error messages, virus protection, storage limits and resources. Check and execute backups and file recoveries as needed. Installation of PCs, printers and miscellaneous IT equipment. Software and application installations including Servers and VMware. Follow license expiration dates and confirm intact licensing for all plant applications. Manage user accounts in active directory. Write and demonstrate instructions for users on IT and network programs. Troubleshoot and solve IT issues. Lead IT initiatives at site level. Ongoing updates to IT manager on computing, communication and security issues on site. Participation in technological projects in partnership with the IT manager and the global System Administration. Managerial oversight on the implementation of company information security procedures and methodology. Implementation and operation of data security products and education of employees on best practice behavior leading to data preservation.	
32	Cyber Risk Secure Software Java Senior Developer | Deloitte --- Deloitte's Cyber Risk Services help our clients to be secure, vigilant, and resilient in the face of an ever-increasing array of cyber threats and vulnerabilities. Our Cyber Risk practice helps organizations with the management of information and technology risks by delivering end-to-end solutions using proven methodologies and tools in a consistent manner. Our services help organizations to address, in a timely manner, pervasive issues, such as identity theft, data security breaches, data leakage, cyber security, and system outages across organizations of various sizes and industries with the goal of enabling ongoing, secure, and reliable operations across the enterprise. Deloitte's Cyber Risk Services have been recognized as a leader by a number of independent analyst firms. The team Deloitte Managed Services & Products Cyber Team consists of engineers, developers, researchers, and analysts focused on delivery of Deloitte's portfolio of cyber-security managed services. The web-developer candidate will be passionate about cyber-security as well as technologies used in conjunction with delivering highly interactive data-driven systems for end-users, clients, and internal groups. They should be able to work well both independently and in collaboration with other team members, have great communication and organizational skills, and can work with minimal supervision. Join the team developing the future state of cyber risk solutions. Learn more about Deloitte Advisory's Cyber Risk Services practice. Work you will do Develop and test secure coding and configuration in Java. Help train others on secure coding techniques.	0

33	Client Engineering System Adminstrator | Cox Enterprises	0

This position supports the design, development, and implementation of desktop technology to meet business needs. He/she will implement and maintain the comprehensive development and testing environment that will become the standard for evaluating desktop hardware, mobile devices, operating systems and software, including feature updates and patches, security configurations, image deployment and lifecycle management for the End-User Computing environment. These efforts involve all departments across Cox Enterprises, as well as regular collaboration with colleagues at other Cox divisions. This individual will also monitor user requests and system issues and serves as support in responding to and diagnosing production support problems. The Client Engineering System Administrator will gain organizational commitment for all high-level infrastructure plans and initiate and participate in projects to evaluate technologies and methods for implementing these plans. This position will provide support to 1200+ local and remote users and computer systems. The position is responsible for the roll out of corporate software and hardware. Good communications skills are a must. The candidate must be diplomatic, tactful and communicate effectively with technical and non-technical personnel. To be successful in this position, you must be focused on results and you must be willing and capable of managing multiple tasks concurrently within a corporate executive environment.

This position is in the Client Engineering team and will require this individual to participate in any operational rotations such as off hour implementations to avoid outages to our executive customers. This is a full time with after hours support as necessary.
Responsibilities include:
Assists in developing desktop computing architecture and roadmap for the enterprise including hardware, operating systems, and software
Provide expertise for various IT projects by providing systems analysis and hardware requirements screening.
Performs software testing and deployment
Evaluates software purchase requests and provide the best options
Plans and executes software maintenance, patching, and upgrades 3rd party products
Responsible for managing workstation compliance and security updates for Windows and MacOS
Provides endpoint security solution management and support
Conduct R&D of new technology, product testing, and performance measurements in a simulated development or test lab environment as a proof concept for possible implementation process.
Create and update documentation of all engineering processes and procedures and supported applications
Acts as 3rd Tier Client Support and Technical Leadership, escalation point for Client Support team members
Helps to provide creative solutions for end user computing needs
Management of the VDI environment (Citrix and VMware) including thin clients and virtual desktop user profiles and images
Create and update training and operational documentation of systems for transition to production.
Define and document image build processes including testing, quality assurance and implementation.
Package, test and evaluate software and applications for distribution.
Maintain in-depth knowledge of company's strategic business plans.
Collaborate with end users and senior management to define business requirements for complex systems development and gain buy-in for all infrastructure plans.
Provide architectural consulting expertise for the Windows and Mac OS platforms, including direction, and assistance to Systems Analysts, Systems Engineers, and other Systems Architects.
Document and develop in-depth knowledge of company's existing End-User Computing architecture/infrastructure, and technology portfolio.
Develop, document, communicate, and enforce technology standards policies.
Conduct research on emerging technologies in support of infrastructure development efforts and recommend technologies that will increase cost effectiveness and

infrastructure flexibility.

Develop, document, make recommendations, and communicate plans for investing in IT infrastructure, including analysis of cost reduction opportunities.

Develop and execute test plans to check infrastructure and systems technical performance. Report on findings and make recommendations for improvement.

Weekend/holiday work required as needed for extended business hours support.

Qualifications:

Required

MCSA and/or MCSE certification

Bachelor's degree or higher in Computer Science, Information Systems, Engineering, or equivalent work experience. 5 years or more of related technical experience may be substituted for degree requirements.

3 to 5 years system administration experience in a medium-to-large scale environment (1000+ desktop systems).

3 to 5 years experience with Windows Server 2008 or newer and VMware ESX system administration.

3 to 5 years experience with enterprise administrative scripting using a major scripting language (PowerShell, Perl, VBS, Batch Programming)

3 to 5 years experience with Active Directory infrastructure, GPOs and GPPs.

3 to 5 years experience of virtual desktop infrastructure system administration (Citrix XenApp and XenDesktop)

3 to 5 years experience in Endpoint management, imaging and patching (BigFix and/or SCCM)

High level of customer service focus, including excellent phone etiquette

Outstanding organizational skills, ability to prioritize effectively, and experience with technical project management.

Preferred

3 to 5 years experience with Apple MacOS; familiarity with Unix is a plus.

Strong technical writing and presentation skills with ability to effectively communicate with all levels of customer organization.

Experience with MDM platforms including Intune and AirWatch.

Experience with software deployment and application repackaging

About Cox Enterprises

Cox Enterprises is a leading communications, media and automotive services company. The company's major operating subsidiaries include Cox Communications (cable television distribution, high-speed Internet access, telephone, home security and automation, commercial telecommunications and advertising solutions); Cox Automotive (automotive-related auctions, financial services, media and software solutions); and Cox Media Group (television and radio stations, digital media, newspapers and advertising sales rep firms).

The company's major national brands include Autotrader, Kelley Blue Book and Manheim. Through Cox Automotive, the company's international operations stretch across Asia, Australia, Europe and Latin America. To learn more about Cox's commitment to people, sustainability and our communities, please visit www.CoxCSRReport.com.

Cox is an Equal Employment Opportunity employer - All qualified applicants/employees will receive consideration for employment without regard to that individual's age, race, color, religion or creed, national origin or ancestry, sex (including pregnancy), sexual orientation, gender, gender identity, physical or mental disability, veteran status, genetic information, ethnicity, citizenship, or any other characteristic protected by law.

Statement to ALL Third-Party Agencies and Similar Organizations: Cox accepts resumes only from agencies with which we formally engage their services. Please do not forward resumes to our applicant tracking system, Cox employees, Cox hiring manager, or send to any Cox facility. Cox is not responsible for any fees or charges associated with unsolicited resumes.

34	Service Desk Technician | SAIC	1
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	Contract SAIC is hiring a Service Desk Agent to support HHS in Broomfield, CO.	
	Job Description	
	This job is the front line of contact for support with various technical issues and questions; supporting users via various channels such as telephone calls, chat, email, and online requests.	
	The employee performing this job is required to communicate with the end user to diagnose, understand, isolate, and resolve a variety of issues dealing with hardware, connectivity, network infrastructure, computer systems, as well as proprietary and commercially available software.	
	RESPONSIBILITIES:	
	Provide front line technical support to local and remote users via calls, chat, email, and online support and service requests	
	Utilize technical skills, historical records, knowledgebase, and other available tools to analyze and diagnose customer issues	
	Support commercial and customer specific applications and software	
	Support operating system and internet browser issues	
	Support desktops, laptops, mobile devices, printers, scanners and other hardware	
	Support wired and wireless network connections	
	Support network infrastructure issues affecting end users	
	Assist with password resets and account unlocks	
	Assist with set up, installation, and configuration of hardware and software	
	Diagnose, isolate, and resolve issues with network connectivity	
	Create, edit, and update documentation, instructions, and knowledgebase articles	
	Utilize an incident tracking system to create, work, and resolve tickets	

Clearly document description of issue and troubleshooting work done for escalation, review, and audit purposes

Effectively determine when to escalate issues to specialist teams

Provide excellent customer service to the end user

Communicate with supervisors, peers, and end users to effectively solve issues

Follow all company and department policies and procedures

Additional responsibilities may vary depending on the contract and position

Qualifications
REQUIRED SKILLS/EXPERIENCE:
Must have a High school diploma or equivalent and 2-3 years of relevant work experience.
Must be a U.S. Citizen and be able to obtain a Public Trust clearance
Must have at least one year of experience in a Support desk environment but would prefer 2+ years experience

Proven hardware/software troubleshooting experience

Proven experience providing effective and professional communication

Proven ability addressing technical issues via telephone, email, and chat

Demonstrated commitment to providing excellent customer service

Experience with common software and operating systems

Knowledge of IT support Best Practices

Ability to work independently and within a team environment

Ability to follow procedures under stressful conditions

Availability to work flexible hours in a 24x7x365 environment

Overview

	SAIC is a premier technology integrator, solving our nation's most complex modernization and systems engineering challenges across the defense, space, federal civilian, and intelligence markets. Our robust portfolio of offerings includes high-end solutions in systems engineering and integration; enterprise IT, including cloud services; cyber; software; advanced analytics and simulation; and training. We are a team of 23,000 strong driven by mission, united purpose, and inspired by opportunity. Headquartered in Reston, Virginia, SAIC has annual revenues of approximately $6.5 billion. For more information, visit saic.com. For information on the benefits SAIC offers, see Working at SAIC. EOE AA M/F/Vet/Disability	
35	IT Support Specialist	General Dynamics Information Technology --- The world of investing is fascinating yet complex. While hundreds of first -time investors are turning to the markets to help pay for their homes, send their children to college and secure their futures the mission of the Securities and Exchange Commission (SEC) is becoming all the more vital. GDIT is excited to support the SEC in as it seeks to protect investors, maintain fair, orderly, and efficient markets, and facilitate capital formation. The SEC ISS program is a comprehensive IT program charged with operating, managing, and advancing the SEC's IT infrastructure. Our dynamic program team of IT leaders and large and small business partners is seeking bright, energetic and talented individuals to join us as we bring our innovative IT Service Delivery solutions to SEC. Currently, we are seeking an IT Support Specialist - Senior in Denver, CO. The selected candidate must be able to obtain a Public Trust Suitability clearance, per SEC requirements. Task and responsibilities in this role include, but are not limited to the following: Performs day-to-day activities required to provide Tier 2 and Tier 3 support to end users comprising of 6,000 – 8,000 users. Providing end-user software and hardware troubleshooting and support in-person or over the phone Applying basic diagnostic techniques to identify problems, investigate causes, and recommend solutions. Applying a thorough knowledge of network configuration and troubleshooting techniques such as TCP/IP, WINS, DHCP and DNS within Windows- 7 operating system and Windows 10 and MACs to resolve customer workstation issues. Applying basic troubleshooting skills to identify and resolve network printing issues and protocols issues related to network printing in windows 7 & 10 print server environment to include multi-function printers using Web Jetadmin Troubleshooting Apple MAC computers. Imaging workstations while safeguarding customer files and profiles; also testing laptop and desktop computers. Upgrading end user computer systems ensuring no data loss. Supporting Microsoft software packages to include Microsoft Office 2010, and other commonly used desktop related applications. Work independently in a customer environment Excellent communication skills to include written and verbal Engaging engineers from multiple teams Qualifications: Must have experience providing IT Hardware and Software Deployment, Troubleshooting, and Problem Resolution support to end users Bachelor of Computer Science, Information Systems or related field preferred. Five+ (5) years of equivalent work experience in-lieu of education will be considered. Team player with good communication, organizational, and strong interpersonal skills. Able to prioritize and drive to results with a high emphasis on quality Experience using IT Service Management software (ServiceNow, Remedy)	1

Ability to life and move equipment 40lbs.+

Must be oriented to customer service and have the ability to work in front of the customers, utilizing remote tools, and through email

Desired but not required:

Microsoft Certified Help Desk Support Technician
Apple Certified Mac Technician
CompTIA A+
HDI
MCITP
MCTS

36	Systems Analyst/Programmer | Michigan Medicine at the University of Michigan	0

	Job Summary: Michigan Medicine's Health Information Technology & Services (HITS) Enterprise Device Engineering and Management (EDEM) Team is seeking a highly talented, customer-and results-driven Enterprise Mobility Management engineer to support and develop its managed mobile device platform. MDM is utilized on over 22,000 client devices throughout Michigan Medicine to secure, manage, and provide application delivery services to both corporate and BYOD devices. EDEM's role is to provide customer-focused engineering services for the development and management of reliable, secure, and supportable computing devices. This is accomplished by providing comprehensive business analysis, the development of centrally-managed products and services, and application packaging. EDEM uses standards-driven technologies and functions within HITS's operational framework to deliver effective and efficient customer solutions. Responsibilities: A successful candidate will have experience managing Android, iOS and Mac devices using an enterprise mobile management solution, and preferably experience with AirWatch. Microsoft System Center technologies, Active Directory GPOs, advanced scripting knowledge, experience with Citrix XenDesktop, and VMware VDI technologies are also highly desirable. The candidate will act as the subject matter expert for the EMM platform, including Mac, iOS and Android devices, providing level-3 support, while training and supporting additional team members who also support the platform. Manage and maintain mobile device management (MDM) infrastructure and CoreMac services including patches, upgrades and enhancements Troubleshoot and resolve incidents related to MDM and CoreMac platforms Attend meetings and provide guidance as necessary on these platforms Consult on, provide technical support to virtual desktop infrastructure (VDI) environment Research and advise on trends and developments in MDM / Mac areas Required Qualifications: Bachelor's degree in Computer Science or a related field 2-3 years demonstrating expert-level experience in managing and maintaining an enterprise mobility management solution, including patches, feature enhancements and general product lifecycle management and providing level-3 engineering support in a diverse enterprise environment 2-3 years configuring, deploying and managing Apple MacOS, iOS and Android devices in an enterprise environment Ability to document architectural and procedural documentation for technical and non-technical viewers Experience with MacOS and iOS – hardware, software, scripting, Apple DEP, packaging and deploying applications and policies via MDM to these devices Excellent communication (written and oral) and organizational skills (attention to detail) with the ability to interact effectively with employees at all levels within the organization Strong background in customer service, providing direct customer support Time management skills to work with multiple projects at various stages of development Ability to maintain a positive attitude while working in a dynamic, fast-paced environment Desired Qualifications (not required, but a plus): Master's degree in Computer Science or a related field Working knowledge of / experience with VMware Workspace One and/or Microsoft Intune Experience in Healthcare IT Experience with VMware Horizon and knowledge of VDI Experience with supporting a Citrix environment Ability to plan and execute a complex, multi-phased software development project on-time Background Screening: Michigan Medicine conducts background screening and pre-employment drug testing on job candidates upon acceptance of a contingent job offer and may use a third party administrator to conduct background screenings. The University of Michigan is an equal opportunity/affirmative action employer. Job Type: Full-time Experience: related: 2 years (Required) Education: Bachelor's (Required)	

37	Engineer, Software - ESP - University of Virginia | General Dynamics Information Technology	0

	This posting is only for current students at the University of Virginia. Must be willing and able to obtain a TS/SCI with Polygraph as part of your employement offer through the Enhanced Sponsorship Program.	
	Responsibilities:	
	Researches, designs, develops and/or modifies enterprise-wide systems and/or applications software.	
	1. Participates in the design and coding of software products.	
	2. Performs systems modeling, simulation, and analysis.	
	3. Prepares comprehensive test plans and conducts tests.	
	4. Analyzes test results and recommends moderately complex corrections to more experienced software engineers.	
	5. Designs and develops compilers, assemblers, utility programs, and operating systems.	
	6. Advises hardware engineers on machine characteristics that affect software systems, such as storage capacity, processing speed, and input/output requirements.	
	7. Writes and updates technical documentation such as user manuals, system documentation, and training materials.	
	8. Troubleshoots problems and provides customer support for software operating system and application issues.	
	9. Maintains current knowledge of relevant technology as assigned.	
	10. Participates in special projects as required.	

Education

Bachelors Degree in Computer Science, Engineering or a related technical discipline, or the equivalent combination of education, technical training, or work/military experience.

Qualifications

2-5 years of related software development experience.

For more than 50 years, General Dynamics Information Technology has served as a trusted provider of information technology, systems engineering, training and professional services to customers across federal, state, and local governments, and in the commercial sector. Over 40,000 GDIT professionals deliver enterprise solutions, manage mission-critical IT programs and provide mission support services worldwide. GDIT is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected class.

#DPOST #CJPOST #SWDEVIC #ISDCJ #ERP

| 38 | Lead Help Desk Technician \| General Dynamics Information Technology | 0 |

This contract provides IT support services to a high profile customer in Washington, DC and offices nationwide. The position works in the IT Service Desk and maintenance functional areas. The environment is enterprise based support of workstations, servers, LAN, mobile devices, printers and all supporting hardware and software.

General Dynamics Information Technologies has an opening for a Service Desk Tier 2 Support Specialist in Washington, DC. Candidate will serve as a member of level Tier I-III Service Desk support staff in providing friendly, expert support to a high profile customer. Candidate will be performing several duties along with 30-35 other support engineers of all levels. These duties include but not limited to, performing ticket creation and quality assurance checks on assigned tickets, monitoring an Automated Call Distribution (ACD), following procedures, supporting customer IT needs over the phone or via remote access, desk-side support, and other IT-related issues. Works as part of team to be sure tickets are being closed within SLA. Applicant selected must have the ability to obtain and maintain favorable background status. General Dynamics Information Technologies is an EEO/Affirmative Action Employer.

General Responsibilities:

Documents and coordinates service requests using HP Servicer Manager
Provides phone support, remote and on-site troubleshooting for hardware and software support

Communicates with high profile customers in a professional and courteous manner
Performs troubleshooting to isolate and diagnose IT problems on desktop equipment and peripherals
Provides advanced Customer Service Support & Service Delivery functions
Installs and supports Windows 7 and 10, MS Office products, Adobe, and other IT applications
Configures and maintains wireless mobile devices, including but not limited to Androids and iPhones
Provides customers with network technical support
Instructs customers and support staff in use of equipment, software, and manuals
Possesses the ability to complete multiple simultaneous projects in a timely manner
Interfaces with infrastructure, Network Operations, database, and development personnel
Completes all corporate requirements in accord with General Dynamics Information Technology corporate policy
Additional Requirements:

Excellent customer service skills
High level of Professionalism
Strong analytical & problem solving skills
Effective communication skills
Candidate must be able to follow defined procedures and have fine attention to detail.
Ability to work with little or no supervision.
Education

Associates Degree in a related technical discipline, or the equivalent combination of education, technical certifications or training, or work experience.
Qualifications

3-5 years of directly related experience of directly related experience supporting Help Desk operations

As a trusted systems integrator for more than 50 years, General Dynamics Information Technology provides information technology (IT), systems engineering, professional services and simulation and training to customers in the defense, federal civilian government, health, homeland security, intelligence, state and local government and commercial sectors.With approximately 32,000 professionals worldwide, the company delivers IT enterprise solutions, manages large-scale, mission-critical IT programs and provides mission support services.GDIT is an Equal Opportunity/Affirmative Action Employer - Minorities/Females/Protected Veterans/Individuals with Disabilities.

39	Senior End User Support Analyst	Fidelity Investments	0
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	The Executive End User Support Analyst will provide dedicated, in person, technology, productivity and collaboration support services to Fidelity's C-Suite leadership team that is modeled to how our executives work. The Executive Support Analyst is responsible for delivering the highest level of performance, productivity, innovation and preventative support for Fidelity's end user computing product offerings. You must be customer obsessed, adaptive to change and maintain the highest level of confidentiality with the leadership team.	

If you have the experience and expertise with a real passion for End User Computing, a career in High Touch Services at Fidelity may be right for you!

The Team

End User Collaboration and Productivity provides worldwide technology and support to Fidelity's associates. We are an integral partner enabling the firm to deliver innovative, scalable, industry-leading investment tools that enable our associates to achieve a competitive advantage globally.

The Executive End User Support Analyst helps the senior leadership team meet their business challenges by understanding their technology needs, delivering productivity tools, collaboration services and technology support.

The Expertise You Have
Bachelor's degree in Computer Science, Information Technology or related discipline preferred or equivalent work experience
1-3 years working in an enterprise environment, troubleshooting Windows, MacOS and iOS, virtual and cloud solutions
1-2 years providing C-Suite technology support preferred
Microsoft certification, Apple certification preferred or attained within 6 months
The Skills You Bring
Your experience installing, troubleshooting and supporting laptops, MacBook's, PCs, iPads and business critical applications for Executives in large, multi-location, corporate environment via 1:1 desk side visits, phone, chat and remote.
Your experience supporting Windows 7, Windows 10, MacOS, MS Office 2016, Office365
Your experience providing in person multi-site video conferencing meeting support.
Your experience supporting end user collaboration tools, such as Microsoft SharePoint, Teams, and Skype for Business, Surface Hub and Cisco video conferencing technologies
Your experience demonstrating expert level customer services skills, communication written and verbal
Your experience supporting mobile devices utilizing iOS and Android operating systems.
You are comfortable working independently, with minimal guidance. Ability to identify and resolve key issues using partial or conflicting data and pattern recognition.
Ability to take a broad perspective to problems to identify and document new, less obvious solutions.
You are a clear and innovative thinker, with excellent collaboration and communications skills.
Mobile Platform : Mobile Iron, Intune
Cloud Infrastructure : Microsoft Azure, Amazon AWS
Core Infrastructure : Active Directory
The Value You Deliver
In this role, the Analyst works in collaboration with other members of the Fidelity business and End User Computing community to:
Provide technology support onsite, remotely, at home offices or properties by resolving moderately complex to highly complex technical issues and problems.
Inspire trust and maintain confidentiality with Executives by performing expert technical support with highly professional written and oral communication skills.
Manage the needs of multiple requests to build an effective schedule and successfully adapt to changing that schedule on short notice as situations change.
Provide productivity suite training to your business partners
Provide dedicated hardware support, printer support, application, collaboration software and mobile support on Windows, Apple, Amazon, HP and Cisco platforms
Research innovative SW and HW solutions which make valuable contributions to the productivity of the leadership team

	Support IT projects, including but not limited to: office moves, data recovery, hardware and software testing, product migrations and delivery, offsite event support, home office support, etc. Collaborate with 3rd level support teams and across the organization to troubleshoot highly complex and dynamic issues and identify technology solutions. Provide 24x7 on call support and services as part of a rotation or via direct contact from the business partners Company Overview At Fidelity, we are focused on making our financial expertise broadly accessible and effective in helping people live the lives they want. We are a privately held company that places a high degree of value in creating and nurturing a work environment that attracts the best talent and reflects our commitment to our associates. We are proud of our diverse and inclusive workplace where we respect and value our associate for their unique perspectives and experiences. For information about working at Fidelity, visit FidelityCareers.com . Fidelity Investments is an equal opportunity employer.	
40	Systems Support | General Dynamics Information Technology --- Systems Support TS/SCI Clearance Alexandria, VA Designs and defines system architecture for new or existing computer systems. 1. Performs complex systems development and design work that may include logic design, I/O design, firmware development, model formulation, manufacturing and development cost projections, computer architecture analysis and design, and analog or digital systems engineering. 2. Performs systems modeling, simulation, and analysis. 3. Reviews completion and implementation of system additions and/or enhancements and makes recommendations to management and/or clients. 4. Plans and directs upgrades of operating systems and designs systems enhancements.	1

	5. Develops documentation on new or existing systems.	
	6. Develops and directs tests to ensure systems meet documented user requirements.	
	7. Identifies, analyzes, and resolves system problems.	
	8. Provides system/equipment/specialized training and technical guidance.	
	9. Determines system specifications, input/output processes, and working parameters for hardware/software compatibility.	
	10. Provides guidance and work leadership to less-experienced systems engineers and may have supervisory responsibilities.	
	11. Serves as liaison with clients, participating in meetings to ensure client needs are met.	
	12. Maintains current knowledge of relevant technology as assigned.	
	13. Participates in special projects as required	
41	Operations Research Analyst/Systems Engineer | General Dynamics Information Technology --- Seeking a talented Operations Research Analyst / System Engineer to support an outstanding customer at the FAA. System Engineering degree/background with experience with Aviation Weather and Contingency Planning. Extensive experience developing business cases based on Engineering and Operational requirement to support investment decisions. Performs technical planning, system integration, verification and validation, evaluates alternatives including cost and risk, supportability and analyses for total systems. Analyses are performed at all levels of total system product to include: concept, design, fabrication, test, installation, operation, maintenance and disposal. Ensures the logical and systematic conversion of product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints. Performs functional analysis, timeline analysis, detail trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications.	0

	DESIRED QUALIFICATIONS: BS or equivalent + 5 yrs related experience, or MS + 3 yrs related experience		
42	**Help Desk Coordinator 2	CACI** --- Job Description CACI International Inc. has an opening for a Help Desk Specialist located in Arlington, VA. The successful candidate will be responsible for the following: POSITION SUMMARY: Candidate will serve as a Tier II Service Desk Remote Support technician providing friendly, expert support to Joint Service Provider (JSP) customers. Candidate will be performing several duties along with other support engineers of all levels. These duties include but not limited to, troubleshooting and resolving IT issues on Windows 7 and 10 and Mac OS running on HP and Apple hardware, performing ticket documentation and quality assurance checks on assigned tickets, provide advanced service support & service delivery functions, following procedures, supporting customer IT needs via remote access, occasional desk-side support, installation of hardware and software, and other IT-related issues. Works as part of a team to ensure tickets are being closed within Acceptable Quality Levels. RESPONSIBILTIES: Documents Incident with detailed break-fix steps and resolution in Remedy ticket tracking system. Provides advanced Customer Service and Support. Communicates with high profile customers in a professional and courteous manner. Performs installs, upgrades, and configures customer-specific hardware and software. Accepts warm transfers from other technicians to continue remote support. Performs advanced troubleshooting to isolate and diagnose IT problems on desktop equipment and peripherals, including software and hardware. Provides remote and on-site troubleshooting for hardware and software support. Troubleshoots and supports Windows operating systems, MAC OS, advanced MS Office product issues, and other IT issues. Upgrades software components as required. Configures and maintains wireless mobile devices, including but not limited to Blackberries, iPhones and iPads. Provides customers with network technical support. Instructs customers and support staff in use of equipment and software. Possesses the ability to complete multiple simultaneous projects in a timely manner. Interfaces with infrastructure, Network Operations, database, and development personnel. Completes all corporate requirements in accordance with CACI. Associates Degree in a related technical discipline, or the equivalent combination of education, technical certifications or training, or work experience. EDUCATION & EXPERIENCE: Typically requires high school diploma or equivalent, and one to two years of related experience. Must be DoD 8570 Compliant at Hire Date: A+(ce) or Sec+(ce) with HDI or Net+(ce) with HDI Ability to obtain a Secret US Security Clearance. PHYSICAL DEMANDS: Normal demands associated with an office environment. Ability to work on computer for long periods and communicate with individuals by telephone, email and face to face. Some travel may be required. Job Location US-Arlington-VA-VIRGINIA SUBURBAN	1	

	CACI employs a diverse range of talent to create an environment that fuels innovation and fosters continuous improvement and success. At CACI, you will have the opportunity to make an immediate impact by providing information solutions and services in support of national security missions and government transformation for Intelligence, Defense, and Federal Civilian customers. CACI is proud to provide dynamic careers for employees worldwide. CACI is an Equal Opportunity Employer - Females/Minorities/Protected Veterans/Individuals with Disabilities.	
43	Senior Sales Consultant- SPM, Sales Performance Management | Oracle --- Senior Sales Consultant- SPM, Sales Performance Management-190004EP No Visa Sponsorship is available for this position. Detailed Description and Job Requirements Provides direction and specialist knowledge in applying the technology/application to client business. Facilitation of customer product/application understanding through presentations demonstrations and benchmarks; provision of support throughout the sell. As a Senior Sales Consultant you will be responsible for providing presales technical / functional support to prospective clients and customers while ensuring customer satisfaction with minimal supervision. Acts as a technical resource for less experienced Sales Consultants. Develop and deliver high quality standard Oracle presentations and demonstrations. Present and articulate advanced product features and benefits, product future direction and overall Oracle solutions. Design, validate, and present Oracle software solutions to include advanced product concepts, future direction, and 3rd party complimentary products. Develop and manage reference sites through high quality technical, professional client relationships. Job duties are varied and complex, needing independent judgment. May have project lead role. 5 years vendor (sales and marketing) experience. 5 years relevant computer applications or database/tools. Demonstrated proficiency in one multi-user operating system. Through knowledge of system and application design. Strong verbal and written communication skills: needs analysis, positioning, business justification, closing techniques. Demonstrated ability to solve complex technical problems with accounts in complex technical environments. Ability to travel as needed. BS degree or equivalent; advanced degree desirable. Oracle is an Equal Employment Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability and protected veterans status or any other characteristic protected by law.	0
44	IT Service Center Technician (Tier 1) | General Dynamics Information Technology --- General Dynamics Information Technology (GDIT) is seeking highly motivated technical professionals who are eager to play a major role in IT transformation at Government agencies in the aviation and other transportation fields.	1

The Service Center Technician (Tier 1) demonstrates very strong interpersonal skills as well as provides excellent customer service.

The Service Center Technician (Tier 1) will perform the following:

Demonstrates a positive customer service attitude
Assists customers experiencing problems with IT resources, or requesting new services
Receives end user requests for support via phone, email, chat or web and responds in a timely and quality manner exceeding SLAs
Using the ITSM toolset, the Service Center Agent (Tier 1) enters ticket; resolves issue via remote desktop control, and documents actions taken
Screens, refers and diagnoses IT service and work requests as they relate to maintenance of computers, workstations and related enterprise systems
Provides technical support and troubleshooting to network, desktop, and/or systems hardware and software
Applies diagnostic techniques to identify problems, investigate causes, and recommend solutions
Installs, configures, and upgrades computer hardware and software
Provides end-user software/hardware troubleshooting and support
Escalates tickets to higher-level support groups as necessary
Participates in maintaining and improving Service Center standard operating procedures (SOPs)
Monitors assigned queues, voicemail, web sites and other incoming communication methods
Communicates excellently verbally and in writing
Maintains current knowledge of relevant technologies as assigned
Education

Bachelors Degree in Computer Science or a related technical discipline.

Qualifications

1) 3 – 5 years of experience in a fast-paced enterprise IT support environment

2) 3 – 5 years of experience of basic IT troubleshooting
3) 3 – 5 years of experience answering high volume help desk technical calls

4) HDI certification required

5) Considerable knowledge of and experience using an ITSM tool (BMC Remedy preferred), Automatic Call Distributor (ACD) systems, IVR or other telephony systems

6) Considerable knowledge of and experience with PCs, hardware/software, and operating systems as well as Microsoft Office products

For more than 50 years, General Dynamics Information Technology has served as a trusted provider of information technology, systems engineering, training and professional services to customers across federal, state, and local governments, and in the commercial sector. Over 40,000 GDIT professionals deliver enterprise solutions, manage mission-critical IT programs and provide mission support services worldwide. GDIT is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected class.

| 45 | Manager - Support Desk(Associate Digital Experience) | Walmart Stores | 0 |

Position Description
Manages a team of support associates who troubleshoot and resolve IT issues Provide operational support improvements to help decrease issues and increase speed to resolution Demonstrates up-to-date expertise and applies this to the development, execution, and improvement of action plans Recruiting, training and development of support associates Models compliance with company policies and procedures and supports company mission, values, and standards of ethics and integrity Provides and supports the implementation of business solutions
Minimum Qualifications

Bachelor of Science and 5 years' technical program management experience OR Master of Science and 2 years' technical program management experience OR 8 years' technical program management experience.

Additional Preferred Qualifications
3 years experience building or implementing multiple types of infrastructure technologies (for example, routers, switches, servers).
2 years experience designing, leading, and implementing technology projects with Active Directory, Slack, MS Office
and internal Walmart systems.
1 year experience troubleshooting network infrastructure problems.
Company Summary
What started small, with a single discount store and the simple idea of selling more for less, has grown over the last 50 years into the largest retailer in the world. Each week, over 260 million customers and members visit our 11,695 stores under 59 banners in 28 countries and e-commerce websites in 11 countries. With fiscal year 2017 revenue of $485.9 billion, Walmart employs approximately 2.3 million associates worldwide. Walmart continues to be a leader in sustainability, corporate philanthropy and employment opportunity. It's all part of our unwavering commitment to creating opportunities and bringing value to customers and communities around the world.

| 46 | Senior Technician, Technical Support, Managed Services | DELL | 1 |

Senior Technician, Technical Support, Managed Services
Oklahoma City, OK
Dell provides the technology that transforms the way we all work and live. But we are more than a technology company — we are a people company. We inspire, challenge and respect every one of our over 100,000 employees. We also provide them with unparalleled growth and development opportunities. We can't wait for you to discover this for yourself as a Sr. Technician, Technical Support on our team in Oklahoma City, OK.
Join Dell and you'll work in a dynamic environment with other motivated, talented individuals who inspire greatness in their teammates. Our unique position as a

technology leader ensures that you'll always be challenged in your work and supported in reaching your most ambitious goals.

The Client Technical Support Specialist is responsible for providing telephone/email/ and remote diagnostic technical support of hardware, systems, sub-systems and/or applications for customers. Answers questions about installation, operation, configuration, customization, and usage of assigned products. Applies diagnostic techniques to identify problems, investigate causes and recommend solutions to correct failures. Documents problems in the support knowledge database for diagnostics and solution implementation.

Key Responsibilities
Responds to customer technical problems/issues related to hardware, software and networking via e-mail and phone
Assists customers by diagnosing problems and providing resolutions for technical and service issues
Uses troubleshooting techniques and tools to identify products that are defective and follow guidelines in issuing service calls/contacts
Advises/educates customers within procedural guidelines to ensure a complete solution to their technical or service questions
Identifies and provides input on unique or recurring customer problems
Escalates more complex customer technical issues to senior level support
Essential Requirements
Typically requires a minimum 0+ years of related experience; or equivalent experience
Advanced telephone etiquette skills
Advanced verbal and written communication skills
Significant knowledge of industry products, customer service, policies and procedures
May require advanced industry/ internal certifications applicable to role
Benefits
We offer highly competitive salaries, bonus programs, world-class benefits, and unparalleled growth and development opportunities — all to create a compelling and rewarding work environment.
Apply Now!
Dell is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Dell are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Dell will not tolerate discrimination or harassment based on any of these characteristics. Dell encourages applicants of all ages. Learn more about Diversity and Inclusion at Dell here.

| 47 | Network Technician (MI.ITS) | General Dynamics Information Technology

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Provides installation, maintenance and troubleshooting support of voice, video, and/or data communications networks.

1. Monitors and responds to hardware and software problems utilizing a variety of hardware and software testing tools and techniques. | 0 |

2. Installs and configures network hardware and software.

3. Provides network troubleshooting and support.

4. Provides technical support and training to end-users.

5. Administers network security.

6. Backs up file server data/disks.

7. Provides minor to moderately complex server maintenance.

8. Maintains current knowledge of relevant technology as assigned.

9. Participates in special projects as required.

Education

Associates Degree in a related technical discipline, or the equivalent combination of education, technical certifications or training, or work experience.

Qualifications

1-3 years of directly related experience supporting network operations.

TS/SCI required.

IAT Level 2 required.

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solutions, manage mission-critical IT programs and provide mission support services worldwide. GDIT is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected class.

#ARGT #DPOST #ISDCJ

| 48 | Technical Business Analyst \| Doctors Hospital at Renaissance | 0 |

POSITION SUMMARY:
The Technical Business Analyst will be responsible for the configuration, implementation, maintenance, and support of various technologies managed by the Information Technology department. This person will provide advanced support on a variety of Windows servers, Cisco networks, and PC hardware, as well as installing, configuring, and troubleshooting software at the hospital's main campus and at physician offices, located throughout the Rio Grande Valley area. Position requires extensive travel throughout the Rio Grande Valley area.

POSITION RESPONSIBILITES:
1. Assists in the planning, design, documentation, support, and implementation of various systems to include desktop PC's, servers, network equipment, and software applications.

2. Installs, configures, and maintains network hardware and software components including routers, bridges, and switches, hubs, CSU's, DSU's, RF equipment, Firewalls, VPN, and all related network components in a large Cisco environment. Coordinates vendor support and serves as vendor liaison for network related installations and repairs
3. Installing, configuring and maintaining of Windows Server 2003, 2008, and 2010 OS on Dell and IBM x series hardware platforms.
4. Perform a wide range of system administration duties on MIS database, application, and other servers including install, debug, maintain, upgrade, and general support
5. Develops, maintains, and monitors procedures for all server backups.
6. Monitors, plans, and coordinates the distribution of client/server software and service packs.
7. Performs in depth analysis and maintenance on complex network hardware/software installations and repairs at multiple locations. Takes ownership of related tasks and provides updates throughout problem resolution.
8. Proactively measures and monitors the Doctors Hospital at Renaissance LAN/WAN to identify potential network discrepancies. Monitors the preparation of and analysis of statistics on network utilization and availability. Establishes standard maintenance procedures and utilizes advanced network performance tools.
9. Makes recommendations for new equipment and services to purchase and works with various vendors for procurement.
10. Perform on-site and remote technical support.
11. Assist in the organization and inventory of all hardware and software resources.
12. Must demonstrate the ability to interact effectively and professionally with management, business customers, development teams and external vendors, to work both independently and with little management oversight, and must have good written and oral communications skills
13. Performs other duties as assigned.

49	Apple Technical Specialist | Apple	0

	Part-time Summary After customers purchase our products, you're the one who helps them get more out of their new Apple technology. Your day in the Apple Store is filled with a range of focused support and service tasks. Whether you're helping customers get started with the Mac or finding answers to their questions about other Apple devices, you're ready to share knowledge and provide exceptional assistance. You gain satisfaction from bringing resolution and insight to each customer, elevating his or her relationship with Apple to the next level. Key Qualifications Ability to assess customers' support needs when they arrive, then provide solutions or refer them to other team members Flexibility to regularly rotate through different technical specialties and skill sets Ability to thrive on change as products evolve Description As a Technical Specialist, you help new owners get started and current ones get quick, efficient support — developing strong, positive relationships with Apple. When a customer needs assistance, you quickly assess their situation. Sometimes you take care of customers with advice or a solution on the spot, using your knowledge of current Apple technology to help with iPod, iPhone, and iPad devices. At other times, you refer customers to support team members who get them up and running again. You even provide personal training for new customers, helping them acquire the basic skills they need to get started on photo, video, and music projects. The entire store team benefits from your commitment to providing the best care for customers. By helping Apple maintain strong relationships with customers, you are instrumental to our success. Additional Requirements You have excellent time management skills and can make decisions quickly. You maintain composure and customer focus while troubleshooting and solving issues. You reassure customers when delivering product diagnoses and potential solutions. You'll need to be flexible with your schedule. Your work hours will be based on business needs. Job Types: Full-time, Part-time	
50	Patriot Excalibur Help Desk Support Specialist | Booz Allen Hamilton	1

	Key Role: Support users for network and desktop hardware and software problems remotely. Take calls from users, diagnose problems, and recommend and implement solutions. Leverage basic principles, theories, and concepts to job assignments. Exhibit technical and operational proficiency solving problems of moderate complexity. Contribute to completion of projects and programs in area of expertise. Interface with internal and external customers. Basic Qualifications:	