



## Full Job Description

<b>Job Title</b>	<b>Tier One Network Support</b>
<b>Job Description</b>	<p>EMSolutions, Inc. is seeking a Technician for its Arlington office. The candidate must provide technical software, hardware, and network problem resolution in a multi-network environment for users by performing diagnosis. As well as guiding users with step-by-step solutions to questions and/or problems within the call center environment. The candidate must be able to clearly communicate technical solutions in a professional and user-friendly manner to call center users and employees.</p> <p>Key Duties and Responsibilities:</p> <ul style="list-style-type: none"><li>• Identify, diagnose, and resolve, for users, Tier One problems with computer software and hardware, network and web related issues, and new computer technology in a call center environment. This requires the ability to communicate clearly and directly with the end-users.</li><li>• Provide over the phone one-on-one end-user problem resolution for District approved Personal Computer (PC) software.</li><li>• Deliver, tag, set up, and assist in the configuration of end-user PC desktop hardware, software, and peripherals.</li><li>• Diagnose and resolve end-user network or local printer problems, PC hardware and mainframe problems, e-mail, Internet, dial-in and local-area network access problems.</li><li>• Coordinate the timely repair of PC computer equipment covered by third-party vendor maintenance agreements.</li><li>• Perform minor desktop hardware repairs for PC computer equipment and peripherals that are not covered by third-party vendor maintenance agreements.</li><li>• Support and install local area network cabling systems and equipment such as: network interface cards, hubs, and switches.</li><li>• Assist Network administrators in creating materials for end-user frequently asked questions (FAQs).</li></ul>
<b>Education Level</b>	High School Diploma
<b>Work Location</b>	Arlington, VA
<b>Clearance</b>	Top Secret
<b>General Experience</b>	5 Years
<b>Specialized Experience</b>	2 Years

<b>Acquisition Experience</b>	Not Required
<b>Travel Requirements</b>	5%