GOVTACT
GOVERNMENT TACTICAL SOLUTIONS

Tier 1 Service Desk Agent-Senior– Herndon, VA

Job Description:

Government Tactical Solutions, LLC "GovTact" is seeking a Tier 1 Service Desk Agent to support our government customer in Herndon, VA.

Responsibilities:

- Provides remote phone, email and chat troubleshooting support for application, desktop, network and mobile device issues (incidents), as well as customer requests (i.e. password resets), and record all information accurately in the CRM ticketing tool.
- If unable to resolve issues using the knowledgebase, escalate tickets immediately to appropriate support teams by assigning proper ticket priority and verifying customer names, contact information, location, issue, device impacted, error codes, and attaching screen shots.
- If new solutions are derived to resolve issues, agents will provide documentation to Knowledge Managers to have new Knowledgebase articles created.
- Ensure compliance with all gov't policies, procedures and timelines for ticket escalation and resolution.

Available Shifts:

- 1st Shift: Mon – Fri (7am – 3:30pm)
- 2nd Shift: Mon – Fri (3pm – 11:30pm)
- 3rd Shift: Mon – Fri (11pm – 7:30am)

Qualifications:

- Requires an active SECRET Government Security Clearance
- 4 - 5 years of customer service experience over the phone and processing emails.
- Strong written and verbal communication skills.
- Attention to detail and a can-do attitude.
- ITILv4 Foundation Certification
    - Can be in the process of obtaining one while being submitted to the program

Preferred Qualifications:

- Experience using Remedy or ServiceNow as a CRM
- Remedy is preferred since DoS is using it now
- Experience supporting the Department of State IT environment
- Not required to be only DoS but would be a huge plus.
- If not a DoS IT environment but supported ANY IT environment for any agency, that 2nd best

Equal Employment Opportunity

GovTact and Insperity provide equal employment opportunities to all employees and applicants in all company facilities without regard to race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, (or related medical conditions, including, but not limited to lactation), physical disability, mental and/or intellectual disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer related or HIV/AIDS related), genetic information, or sexual orientation in accordance with applicable federal, state and local laws.

This applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.