



Employment Opportunities

Job title: DFA Administrator 3 SC2 Help Desk

Reference #: AR2039

Job Location: Little Rock, AR

Contract Position (Y/N): Y

Posted Date: 11/24/09

Job description:

The Technical Help Desk Support is responsible for providing a wide variety of technical support for end user desktop, peripheral, and network support. A professional courteous attitude is critical in this client-facing role.

Complete Description:

The Help Desk Support will be required to provide hardware, software, and network support to end users via remote client and phone.

Role Description:

Professional and courteous attitude towards end users

Ability to solve end user problems and issues using technical deductive reasoning

Ability to prioritize trouble tickets

Ability to forward advanced technical issues to the proper support group

Ability to work in a team environment

Technical Environment:

Experienced in Microsoft Office
 Experience in changing domain membership of Windows 2000 and Windows XP workstations
 Experience in creating additional profiles on Outlook 2003 & 2007 email clients
 Experience working on remote client systems using MS Remote Assistance
 Prior experience of large project administration
 Ability to communicate at all levels of an organization and end users
 Resolve PC and peripheral connections to the network
 Coordination and task focused

Citizenship Required (Y/N): Y

Skill Set: Years of Experience: More than 3 years
 Education: High School diploma or equivalent

Required / Desired Skills		
Skill	Required / Desired	Amount of Experience
Change domain membership of Windows 2000 and Windows XP workstations	Required	3 Years
Create profiles on Outlook 2003 and 2007 email clients	Required	2 Years
Remote admin software such as MS Remote Assistance	Required	1 Years
Excellent end user/communication skills	Required	3 Years
Valid Driver's License	Required	
Resolving Network issues	Required	3 Years
Resolving Hardware and Software Issues	Required	3 Years
Certification (A+ or MCDST)	Highly desired	

Length of contract: 0-7 Month(s)

If interested in this position, please click 'Back' on your browser and use the email link to contact our Human Resources Department with your resume. Be sure to include Job Title and Reference number in the subject line of your email.

Thank you.