

Risk level: National Security - SECRET, requiring Investigation Form SF-86P per NCC determination on 9/17/2015. The position is Telework Eligible

INTRODUCTION

This position is located in the Council of the Inspectors General on Integrity and Efficiency (CIGIE), Office of Chief Information Officer (OCIO). CIGIE was statutorily established as an independent entity within the United States executive branch by the Inspector General Reform Act of 2008, to address integrity, economy, and effectiveness issues that transcend individual Government agencies; and increase the professionalism and effectiveness of personnel by developing policies, technical standards, and approaches to aid in the establishment of a well-trained and highly skilled workforce in the offices of the Inspectors General.

CIGIE's membership is comprised of all Inspectors General whose offices are established under the Inspector General Act of 1978, as amended, 5 U.S.C. app, as well as the Controller of the Office of Federal Financial Management, a designated official of the Federal Bureau of Investigation, the Director of the Office of Government Ethics, the Special Counsel of the Office of Special Counsel, the Deputy Director of the Office of Personnel Management, the Deputy Director for Management of the Office of Management and Budget, and the Inspectors General of the Office of the Director of National Intelligence, Central Intelligence Agency, Library of Congress, Capitol Police, Government Publishing Office, Government Accountability Office, and the Architect of the Capitol.

The OCIO is responsible for providing network, computing capacity, policy development, desktop services, security, and mobile device technology to meet the requirements of approximately 100 users in 2 offices in the country. Under the general direction of the CIO, this position is the IT Business Manager and is responsible for planning and carrying out of activities contained in the OCIO Operating Plan.

MAJOR DUTIES

The IT Helpdesk Technician provides fast and useful technical assistance on computer systems. The incumbent will answer user queries on technical issues and work to resolve them. The incumbent must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution, and must also be customer-oriented and patient to deal with difficult customers.

USER SUPPORT (40%)

- Serve as the first point of contact for customers seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by customers.
- Walk the customer through the problem-solving process.
- Direct unresolved issues to the next level of support personnel.
- Provide accurate information on IT products or services.

- Record events and problems and their resolution in logs.
- Follow-up and update customer status and information.
- Pass on any feedback or suggestions by customers to the appropriate internal team.
- Identify and suggest possible improvements on procedures.

DEVICES CONFIGURATION AND MAINTENANCE (30%)

- Configure and maintain laptops.
- Configure and maintain smart phones.
- Configure and maintain printers.
- Configure and maintain other user-support peripherals and devices.

MISCELANOUS (30%)

- Assist users with configuration and troubleshooting of Office 365 user issues.
- Assis users with SharePoint data uploads and other basic support.
- Perform other duties as assigned.
- Update IT documentation as required to maintain and track logs and change control activities.

QUALIFICATIONS

- 5+ years of proven experience as a help desk technician or other customer support role.
- Tech savvy with working knowledge of office automation products, Office 365, Outlook, etc.
- Good understanding of computer systems, Windows 10 Pro, mobile devices, iOS and other tech products
- Ability to diagnose and resolve technical issues
- Proficiency in English. Excellent communication skills.
- A+, Network+, ITIL, certifications or above preferred.
- Customer-oriented and cool-tempered.
- BSc/BA in IT, Computer Science or relevant field.