

## Responsibilities and Job Description

The *Systems Support Technician I* is an integral part of a team of professionals who support Information Display Systems (IDS) fielded throughout the FAA, DoD, and civilian airports worldwide. As a *Systems Support Technician I*, you will be responsible for supporting IDS customers by troubleshooting reported problems, guiding customers through problem resolution, escalating issues when appropriate, and sharing insights / information to fellow team members. Additionally, a *Systems Support Technician I* provides in-house & on-site IDS training course instruction; assists customers with database design & development; and performs new system staging & installation.

## Work activities

- Respond to and troubleshoot IDS customer reported problems
- Document and track reported problems through Customer Support Request (CSR) system
- Ensure customer responses are consistently within contractual timeframes
- Test and repair system hardware with limited assistance
- Stage new systems & configure for deployment
- Assist in the writing of system technical documentation
- Assist with on-site system installation and integration services
- Perform proprietary in-house & on-site IDS training course instruction
- Assist with IDS database builds as directed / overseen by senior personnel
- Support additional projects as directed by company management

## Required Qualifications

- Education / Work Experience:
  - BA/BS and 3+ years' verifiable work experience **or**
  - Associates Degree and 7+ years' verifiable work experience **or**
  - High School Diploma and 9+ years' verifiable work experience
- Basic to moderate knowledge of Windows Workstation software & hardware, including but not limited to experience with:
  - Installation of operating systems
  - Troubleshooting computer hardware & peripherals, including replacing hard drives, RAM, & other hardware components
- Basic understanding of Windows TCP/IP networking
- Strong Working knowledge of Microsoft Office
- Strong verbal & written communications skills
- Task focused on challenging / longer term projects & issues
- Must be punctual, detail oriented, & professional at all times
- Must be able to pass all appropriate background checks and meet Department of Defense (DoD) Common Access Card (CAC) issuance requirements
- Willingness and ability to travel for official business

## Preferred Qualifications

- Previous Help Desk or Support Center experience
  - Aviation, military, or other government customer experience a plus
  - IDS administration experience a plus
- Network + Certification or equivalent experience/knowledge
- A+ Certified or equivalent experience/knowledge