

Responsibilities and Job Description

The *Systems Support Technician II* is an integral part of a team of professionals who support Information Display Systems fielded in more than 200 airports worldwide. As a *Systems Support Technician II*, you will be responsible for providing telephonic assistance to customer support requests (CSR's) to troubleshoot reported problems, identify the proper course of action to resolve them, guide customers through problem resolution, manage open CSR's, escalate issues when appropriate, and share insights / information to fellow team members. Additionally, a *Systems Support Technician II* will be required to troubleshoot and repair system hardware, stage and assemble new systems, and performed other tasks as required.

Work activities

- Respond to and troubleshoot CSR reported problems
- Document and track CSR reported problems
- Ensure CSR customer responses are consistently within contractual timeframes
- Test and repair system hardware with no assistance
- Stage new systems & configure for deployment
- Author, with management oversight, system technical and training documentation
- Perform on-site system installation, integration, and site survey services
- Conduct in-house & on-site IDS training courses
- Perform IDS database builds without assistance
- Support additional projects as directed by company management

Required Qualifications

- Education / Work Experience:
 - BA/BS and 7+ years' verifiable work experience **or**
 - Associates Degree and 11+ years' verifiable work experience **or**
 - High School Diploma and 13+ years' verifiable work experience
- Advanced/Demonstrable 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
- Demonstrable knowledge of Windows TCP/IP networking including DHCP & DNS
- Advanced working knowledge with business productivity tools such as 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