



Senior Technical Service Representative

INDUSTRY: Public Sector
FULL TIME OR CONTRACT: Open to Both
LOCATION: East Coast

SUMMARY

iLynx provides IT consulting and strategy services exclusively to the Federal and state-local Government. Our commitment to our employees and clients as well as to dedication and trust, have led to iLynx's recognition as one of the fastest growing consulting firm in the DC Metro area. Employment at iLynx means a flexible, collaborative, and open-minded work environment. Learn more at www.ilynxinc.com/careers.

ABOUT THE POSITION:

iLynx seeks qualified and motivated Senior Technical Service Representatives to provide support on an upcoming contract.

Senior Technical Service Representative must be able to configure and troubleshoot Commercial off the shelf (COTS) Software PCs, MACs, mobile devices: smartphones, tablets, printers, and multifunction devices. Must possess an intermediate to advanced level of knowledge working with various Windows, MAC, IOS, and Android operating systems software, as well as intermediate foundational knowledge of physical, network and application layers, tools such as the TCP/IP protocol commands for resolving reported issues. Must be able to support messaging client software, word processors, web browsers, anti-virus software, and custom applications and remote access RSA SecurID, VPN.

Additionally, must be able to serve as resource for solving user problems requiring advanced level of technical support, participate in special projects including Cloud based software projects.

TSRs Contractors will be required to work shifts 1, 2, and 3 as applicable. This includes all federal holidays with alternate days off.

SPECIFIC RESPONSIBILITIES:

- ✓ Must maintain a high degree of customer service for all support calls and adhere to all Quality of Standards.
- ✓ Provide front line phone, Live Chat, and Remote Desktop support, may be required to resolve requests via on-site visit(s).
- ✓ Provide support for application software installation and use.
- ✓ Provide Mobile Device Support, Android, iOS, Devices
- ✓ Assist in developing user documentation/installation procedures.
- ✓ Assist in providing technical assistance ranging from system information and/or documentation to system configuration and problem resolution.
- ✓ Serve as a resource for solving user problems requiring an advanced level of technician support.
- ✓ Serve as the technical resource and solution-provider for the Technology Partners.

MINIMUM/REQUIRED QUALIFICATIONS AND KEY EXPERIENCES:



- ✓ Five (5) years - an advanced level of knowledge working with various Windows, MAC, iOS, Android operating systems software
- ✓ Five (5) years of Active Directory User & Account Administration
- ✓ Five (5) years minimum experience with Microsoft Windows and Office 365 applications
- ✓ Three (3) years minimum experience supporting clients using remote access software
- ✓ Three (3) years minimum experience supporting remote connectivity (VPN)
- ✓ Must be able to physically lift-up to 50 pounds of equipment.
- ✓ CompTIA Certification preferred but not required.
- ✓ Able to interact professionally with executive-level customers and management in resolving technical problems on an emergency basis.
- ✓ Must be able to interact with executive-level customers and management
- ✓ Possess excellent customer service skills
- ✓ Ability to work in a fast-paced environment and meet challenging deadlines.
- ✓ Demonstrated excellent communication skills and telephone mannerism.
- ✓ Strong business/systems analysis experience working closely with users to resolve problems and capture new business requirements.

EDUCATION

The Offeror shall propose a candidate with a bachelor's degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. Minimum of four (4) years of successfully progressive experience in a Service Desk position can substitute for any or all of the education requirement.

COMPENSATION:

Open

BENEFITS:

iLynx is proud to offer a competitive salary, high-quality, broad and diverse benefits, a generous Paid Time Off plan and a corporate 401k plan. iLynx offers exceptional opportunities to develop a rewarding career. For more information you can send any questions to careers@ilynxinc.com.

Equal Opportunity Employment: iLynx provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.

iLynx is an E-Verify Employer.