



**Vector Planning & Services, Inc.**  
**591 Camino De La Reina, Suite 725**  
**San Diego, CA 92108**

**Subject ID: Service/Help Desk Specialist**

**Location: Arlington, VA (moving to Fort Meade, MD in May-June 2010)**

**Summary:** Provide Tier I and Tier II level help desk support for DISA internal customers. Will also handle some Tier III level issues.

**Primary Responsibilities**

- Provide surge augmentation capability for 24X7 network infrastructure and restoration assistance. Under general supervision, monitors, operates and maintains hardware, software, and networks for a computing platform.
- Configures, assembles and installs microcomputers, workstations and/or peripheral equipment.
- Performs first line support for service interruptions such as printer routings, power outages, wiring problems, and malfunctioning servers.
- Escalates unresolved problems to expedite resolution and escalates RFCs to prevent recurrence.
- Performs incident recording, solves incidents, and keeps users informed about progress. May provide user orientation on hardware, or software or network operations. Keeps abreast of emerging operational support technologies and industry trends.

**Qualifications/Skills/Minimum Qualifications:**

- Specialized experience in customer service/helpdesk support. Demonstrated experience in Windows 2000/2003; file systems, networking (TCP/IP, SNA, NFS, Ethernet, Fast Ethernet, FDDI, UUCP)
- Hardware experience with computer systems, peripherals, cabling, and VoIP. Ability to work independently or coordinate with a team; and good communication skills.
- Must possess a current US security clearance at the TS/SCI level with a CI Poly which requires US Citizenship.

**Education/Training:**

- Requires a High School Diploma and/or GED.
- Specialized training and certifications such as Security+, Network+, A+ are all strongly preferred, but not required.

**Submission Requirements:** Please email your Word or PDF file formatted resume to [Recruiter@myvpsi.com](mailto:Recruiter@myvpsi.com). Your resume must include your current salary and desired salary range.

**Vector Planning and Services, Inc. is an EEO/AA Employer.**