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| Job Title: | Desktop Support Tech Sr | Job Category: |  |
| Department/Group: | ATL - AIM Aviation Services | Job Code/ Req#: | 62628 |
| Location: | On Site  **Address**  6000 North Terminal Parkway Atlanta, Georgia 30320 | Travel Required: |  |
| Level/Salary Range: | $20/hr on C2C | Position Type: | Contract |
| Duration | 05/06/2024 - 11/01/2024 | Date Posted: | 04/25/2024 |
| Expenses Allowed | Yes | Posting Expires: | 04/29/2024 |
| **Quantity Requested** | 1 | Send Resumes to | resumes@taurusbiz.com |
| **Schedule:** | | | | |
| **Days**  Monday Yes Tuesday Yes Wednesday Yes Thursday Yes Friday Yes Saturday No Sunday No  **Hours/Day**  8  **Time Zone**  EST  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Shifts Start Time End Time Description Active**    Shift 1 8:15AM 5:00PM Yes \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Description**  Department of Aviation is seeking Desktop Support resource that will be part of a team responsible for  supporting workstations running on Windows 10 and higher platforms in a 24x7 operating environment. This role  will be responsible for handling all Tier 1 & some Tier 2 issues. The Technician is responsible for “imaging”  workstations as outlined by departmental standard operating procedures and installing and configuring all  associated hardware. The Technician is responsible for proactively monitoring these workstations and is  responsible for firmware updates, operating system updates, anti-virus software updates, security patches, and  repair of any hardware failures. The technician will also provide helpdesk support including answering helpdesk  phones and resolving end-user computer issues using remote diagnostic and troubleshooting tools. Duties will  require after-hours support. The Technician will report to the Technical Services Manager and must coordinate  activities with other business units within the division to meet the department’s overall objectives.  **Experience required:**  · 2 years’ experience doing desktop support.  · Experience with Windows and Mac operating systems.  · Experience with cloud technologies.  · Experience doing PC Builds and deployments.  · Experience working with a ServiceNow ticketing system.  · Previous experience troubleshooting issues with applications.  · Ability to troubleshoot and resolve issues within O365 and other apps.  · Solid understanding of Azure AD.  · Excellent communication skills.  · Ability to troubleshoot VPN issues.  · Basic Networking experience.  · Provides management of domain accounts and group permissions.  · Responsible for supporting remote sites around the Airport.  **Essential Education/Certification(s):**  Associate in Applied Science (AS) with certifications such as A+  Certification, CompTIA Network+, CCNA, or a minimum of 2 years of hands-on equivalent experience in  computer repair or any combination of education and experience that would provide the desired skills,  knowledge, and ability to perform the job functions. | | | | | |
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| Reviewed By: | Swathi G | Date: | 04/25/2024 |
| Approved By: | Ram S | Date: | 04/25/2024 |
| Last Updated By: | Swathi G | Date/Time: | 04/25/2024 |