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| Job Title: | DECAL Help Desk Support Specialist 1 | **Region :** | State of Georgia |
| Req Class : | HDSS : Help Desk Support Spclst 1 | **Job Code/ Req#**: | 765622 |
| Engagement Type: | Contract | **Agency Interview Type:**: | In Person Only |
| Location: | Onsite  **Worksite Address:**  47 Trinity Ave SW,  Atlanta, GA 30334 | **Start Date:** | 07/07/2025 |
| **Req. Status:** | Open | **End Date:** | 01/01/2026 |
| **Expenses Allowed:** | No | **No new Submittals after:** | 06/13/2025 |
| **No.of Openings :** | 1 | **Max Submittals by vendor per Openings :** | 2 |
| **Hours/Units Per Day :** | 8 | **Days Per Week :** | 5 |
| **Estimated Project Completion Date :** | 06/15/2026 | **Send Resumes to :** | resumes@taurusbiz.com |
| **Level/Salary Range :** | $24.50/hr on C2C |  |  |
| **Requisition Description** | | | |
| **Short Description:** Under direct supervision, provides assistance to computer system users. Answers questions or resolves computer problems for clients in person, via telephone, email or from remote locations.  **Complete Description:**  **TECHNICAL SUPPORT SPECIALIST JOBDUTIES AND RESPONSIBILITIES.**  ·Serves as the primary escalation point for-incoming queries and technical issues.  ·Manages and/or assigns projects and tasks to other team members as appropriate  ·Advises, collaborates and assists business units with system enhancements and modifications  ·Provides technical assistance and support for incoming queries and technical issues related to systems, networking, phone systems, audio/visual equipment, computer software (e.g., Windows 10, MicrosoftOffice, various browsers), hardware, etc.  ·Effectively provides user support over the-phone, in person, and via remote tools.  ·Responds to user requests promptly,demonstrating courtesy and respect for customers to ensure complete problem resolution and satisfaction through appropriate follow-up.  ·Assists users with information security and-privacy questions; provides directions for the correct action.  ·Supports telecommunication devices and-services; assists users on various vendor wireless networks and telephony.  ·Distributes and reviews user equipment as required; updates inventory asset management systems with assigned equipment; ensures equipment is clean, up-todate, and operational.  ·Provides installation and assistance for laptops, desktops, printers, scanners, cell  phones, air cards, landlines, networks,and other assigned peripherals.  ·Troubleshoots end-user problems; troubleshoots desktop and network printing problems for various vendor printing devices.  ·May be asked to train users on IT hardware and software (e.g., laptops, printers, login, email, etc.)  ·Creates user support documentation and instructions.  ·Multi-task, prioritize problems, and manage-time to ensure the timely resolution of incidents.  · This individual will work in a team environment, is responsible for IT support and Tel-com tickets, and demonstrates an ability to communicate with agency personnel beyond providing and receiving instructions.  **TECHNICAL SUPPORT, SPECIALIST SKILLS,AND QUALIFICATIONS.**  ·Minimum of 2-3 years of IT technical support  ·Strong knowledge and experience installing,configuring, replacing, and supporting network infrastructure equipment, including servers, workstations (Windows/Mac), switches, routers, cabling, VoIP systems,etc.  ·Technical expertise should include Windows 10,MS Office 365, Active Directory, SCCM, utilization of GPOs, Enterprise anti-virus solutions, Help desk ticketing systems, and Azure.  ·Proficiency with imaging laptop computers 20h2,21h2, Microsoft Office 2010, Cisco  network, and other authorized desktop applications.  ·Knowledge and proficiency in Mobile device management, including IOS and Android devices operating systems Enterprise encryption solutions, Windows PC/laptop management via Active Directory, and related software.  ·Willing to work off-hours and weekends when required for projects or emergency support.  ·Experience installing, configuring, and supporting network printers and audio/visual equipment  ·Effective use of ticketing systems to track and document incidents (Service Now and Sales Force is strongly preferred)  ·Highly detailed and process-oriented with advanced troubleshooting, incident resolution, and documentation skills  ·Strong team leadership, time management, andcoaching and mentoring skills  ·Excellent customer service and communication skills are a must.  ·Desktop Technician will provide day-to-day local remote desktop support, receive inbound calls, answer questions,troubleshoot, and document steps performed to resolve challenges with hardware,software, and application issues in a ticketing system.  ·Providing fault analysis to customers’ core-operating systems and platforms, providing support, and applying desktop fault-resolution for the approved application suite.   |  |  | | --- | --- | |  | **Description** | | **Question 1** | Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you agree to this requirement? | | **Question 2** | What is your candidate's email address? | | **Question 3** | This assignment is contingent upon customer renewal and availability of adequate funding. Do you agree to this requirement? | | **Question 4** | If selected for engagement, your candidate will be expected to start no later than 2 weeks (10 business days) after the client's selection date? Do you agree to this requirement? | | | | |
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| **Reviewed By:** | Lisa G | **Date:** | 06/10/2025 |
| **Approved By:** | Ram S | **Date:** | 06/10/2025 |
| **Last Updated By:** | Lisa G | **Date/Time:** | 06/10/2025 |