

Career Opportunities

Help Desk Support Technician

Fibertek is an internationally recognized leader in the development of state-of-the-art laser and electro-optic solutions for the military, NASA and Aerospace markets. We specialize in the design, development and manufacture of advanced laser transmitter systems and sophisticated electro-optical sensors. Our over 30 years of industry knowledge and technical expertise has led to a successful history of technology and product deployments ranging from under-sea to deep space applications and covering the optical spectrum from the UV to mid-infrared.

Fibertek, Inc. has immediate career opportunity for a HELP DESK SUPPORT TECHICIAN, on-site, at Fort Belvoir, VA.

Job Overview:

This role is a Tier1/Tier2 Help Desk specialist and will provide technical software, hardware and network problem resolution and make independent decisions by performing question/problem diagnosis in a call center environment. Support is provided by walk-in desk side and by phone with users. Other responsibilities include password resets, e-mail requests, Fax, Web requests and direct requests for Help Desk support. This role will document, research, identify and attempt to solve technical problems on initial call and/or triage where appropriate for resolution. This role will document and track support activity and clearly communicate technical solutions in a user friendly professional manner. This role uses expertise in customer service and technical knowledge gained from prior experience to resolve issues surrounding installation, applications/systems, functionality, and training on software and/or hardware products as it relates to customer's environment.

General Duties:

- Provide IT support call center service to remotely troubleshoot technical issues
- Install, assist, and troubleshoot issues with Microsoft Windows 7, Windows 10, Microsoft Office 2013, VPN, etc.
- Install, assist, and troubleshoot laptops, desktops, printers, multifunction devices, scanners and other various hardware technologies
- Consult with immediate supervisor or higher-level IT specialists on possible solutions
- Create and update IT support tickets per team standard operating procedures
- Provide customer support for email, hosted applications, desktop, system and network problems within defined service-level agreements
- Walk customers through a series of troubleshooting steps to determine the severity and nature of reported IT problems
- Ability to communicate for customer interaction and ticket documentation

- Answer helpdesk calls in a timely manner
- Self-identify areas of improvement related to process and technology

Basic Qualifications

- Experience with Windows 7/10 Operating Systems and MS Office 2010/2013, MCTS / MCDT or higher certification desired
- Experience using a support ticketing system.
- CompTIA A+ Certification required, Security+ desired
- Minimum 2 years' experience required in providing support functions for help desk or desktop support role.
- High School Diploma, Technical training in electronics, telecommunications, or computer network hardware or software systems. Bachelor's in Science Preferred.
- Active Secret Level Security Clearance required

To explore this opportunity further, please send your resume to jobs@fibertek.com.
Fibertek is an Equal Opportunity Employer (EOE), qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.