

**Position Title:** Help Desk Specialist

**Full Time/Part Time:** Full Time

**Projected Start Date:** ASAP

**Work Location:** Honolulu, Hawaii

**Security Clearance Requirement:** Secret

**Anticipated Need to Travel:** N/A

**Special Qualifications:**

Security+ Certification

Experience using Microsoft Office tools (Word, PowerPoint, Excel, and Outlook)

**Summary of Job Duties:**

Candidate will work as part of an IT Infrastructure Library (ITIL)-based service desk, providing the client a single assured point of contact for all Automated Data Processing (ADP) hardware, software, and networking problems; for service requests, to include new systems, major modifications to existing systems and entry points for emerging technologies. Candidate will maintain service catalogs, an approved product list, and a knowledge base for Service Desk operations.

Candidate will document all trouble calls and coordinate all software maintenance changes with government leads. Candidate will ensure project maintenance logs are maintained and reviewed.

Application Software Certification: The Candidate will ensure applications are approved for use on the client's network.

Application Database Maintenance: The Candidate will monitor the Navy Applications and Database Management System (DADMS) daily for approved application software and eliminate duplicative software submissions. The Candidate will provide accurate data processing into DADMS to ensure the timeliness, accuracy, and integrity of the database.

Service Execution: The Candidate will help transform data automation requirements into orderable Contract Line Item Numbers (CLIN) and submit data package(s) for procurement, staging of services, and equipment delivery using the Navy Marine Corps Intranet (NMCI) Enterprise Tool (NET).

Service Management: The Candidate will analyze IT service requests for Move, Add, and Change (MAC) of existing Navy enterprise network services, translate the service requests into electronic forms (eForms) and submit for MAC processing via the Enterprise Information Technology Service Management System (EITSMS). The Candidate will monitor MAC services submitted daily and take all appropriate actions to expedite the timely processing of requests with the EITSMS MAC queue manager.