

ESN, Inc. Job Description Form (Req #440)

JOB TITLE: Client Support/Functional Systems Administration

LOCATION: Hill AFB, Ogden, Utah

Job Posted: October 15, 2009

Job Closing: Until Filled

PRINCIPAL DUTIES/RESPONSIBILITIES:

Provide desktop Engineering Support for hardware, software and services necessary to support personal computers and associated peripheral devices. Types of incidents include: patch management, equipment moves, desktop hardware or software malfunctions, printer malfunctions, installation of new hardware or software, meeting room setups, desktop connectivity issues, Personal Digital Assistants (PDA), Blackberry issues and In/Out processing. Manages computers that roam from one location to another and connect to the network from different geographical locations. Tracks deployment and use of software assets, and using this information to plan software procurement and licensing. Provides IT administrators and management access to data accumulated by ESM. Provide scalable hardware and software management to the growing population of computers running Windows operating systems. Manages security on computers running Windows operating systems while expending a minimum level of administrative overhead.

Install and integrate personal computer (PC) hardware and supported software. Maintain peripheral equipment for the client including, but not limited to, printers, scanners, hand-held devices like Palm Pilots, Compact-disk (CD) duplicators, and special purpose hardware and software as directed by the Government. Assist, FSA/CSA or Help Desk Technicians, requesting assistance on technical problems. All requests for support will be documented in the Remedy System.

EDUCATION AND EXPERIENCE:

Associates degree, or 2 years of formal technical training and a minimum of 2 years of related experience; or an equivalent combination of related training and experience. Incumbents typically possess 4-6 years of related experience.

SKILLS AND ABILITIES:

Must be able to work as a cohesive team member.

Work Schedule:

Full time

The above job description is not intended to be, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. Requests for reasonable accommodations will be considered to enable individuals with disabilities to perform the principal (essential) functions of this job.

Qualified Persons Should Contact:

Valerie Thomas, Director of Human Resources

2450 Crystal Drive, Suite 1015

Arlington, VA 22202

703-412-3154 (Fax)

ythomas@esncc.com

EEO/AA/Vets/Disabled

