Level II Helpdesk Tech

The Level II helpdesk Tech is responsible for the following primary tasks include sustain the Level I & II help desk, test new software functionality, maintain programmatic documentation to include collection of metrics, trend analyses, data calls, as well as desired database/application administration.

Responsibilities:

- Respond to 100% of service requests received
- Log 100% of calls received by entering a ticket into the designated ticket management system (TMS)
- Develop white papers
- Submit weekly Level I and II help desk metrics report including the number of calls and trouble tickets opened, by whom, durations for all services requests at each stage of the intake and triage process, data that includes priority classification of each trouble ticket, number of trouble tickets closed during the month, and trend analysis
- Track tickets/incidents and incident numbers in the designated TMS
- Document all service requests and resolutions in the designated TMS
- Be able to communicate effectively in written and oral form. Fluent English is required for this effort
- Clearly and accurately detail, monitor and track all work through events logged and resolved in the designated the TMS
- Exhibit courteous, professional behavior when interacting with customers
- Assess each issue/request to determine appropriate course of action
- Notify the PMO within 30 minutes if the application is experiencing significant degradation or outages
- Keep SSUs apprised of incident and resolution status
- Provide a Monthly Status Report (MSR) detailing the top 10 service request categories/topics received and an analysis of help desk trends

The candidate shall manage a level 2 help desk which serves as a Subject Matter Expert (SME) role. The candidate shall ensure coverage during core business hours, 08:00 to 17:00 CST and shall perform triage for all service requests (SRs) that have been escalated from the level I help desk.
Also, he/she shall perform troubleshooting of service requests that are functional in nature and shall have detailed knowledge of Air Force contracting processes.
Level II personnel shall have the capacity to provide support for Level I activities in order to maintain the requirements outlined in the PSR.