ARCTEC Alaska
JOB ANNOUNCEMENT
An application and resume are required
Applications are located at: www.arctecalaska.com
Send to: human_resources@arctecalaska.com

Help Desk Specialist

ASSIGNED LOCATION: PHQ	DEPARTMENT: Information Technology

PURPOSE OF POSITION:

Operate and maintain the Alaska Radar System (ARS) Information Management System (IMS). Assess, evaluate and implement all automated data processing equipment (ADPE) requirements. Develop and maintain relational database programs for users. Develop and maintain all procedures for operation and maintaining the IMS.

PRIMARY RESPONSIBILITIES:

- Reports to the Operations Manager.
- Responsible for assisting customers with inquiries, limited support with custom applications, and providing solutions to presented customer problems.
- Manage accounts in Active Directory.
- Apply software updates.
- Repair hardware such as laptops, PC, and printers etc.
- Perform inventory of IT equipment.
- Maintain IT equipment database.
- Maintain familiarity with desktop hardware, operating system software and applications.
- Be familiar with ARCTEC Alaska publications, policies and procedures, and the systems, procedures, and equipment applicable to the job responsibilities.

SECONDARY RESPONSIBILITIES:

- Make available to all system users complete and current application and system user documentation when available.
- Perform administrative duties and maintain assigned workplace, materials, and equipment in a safe, secure and neat condition.
- Work cooperatively and constructively with customers, third party representatives and Company personnel as required.
- Perform other applicable duties as assigned.

CORE QUALIFICATIONS:

- Must be a US citizen or US national and have the ability to obtain and maintain a SECRET security clearance
- Must be able to obtain and maintain current Common Access Card (CAC)
- High School Diploma
- Two (2) years supporting IT customers in a Microsoft environment.
- Detailed knowledge of computer applications including word processing (MS Word), spreadsheets (MS Excel), and electronic mail (MS Outlook).
- Work cooperatively and constructively with customers, third party representatives, and Company personnel as required.
- Demonstrated problem-solving and interpersonal skills to interact cooperatively and constructively with co-workers and customer representatives.
- Positive, professional customer service attitude with the ability to represent the Company in contract related matters to the Government.
- Ability to speak, read, and write English proficiently enough to complete employment duties.
- Strong organizational skills and the ability to work independently.
- Valid Driver's License with an acceptable driving record.
- Current biannual CPR and First Aide Certification with AED.
- Ability to lift, move, and unpack computer- (workstation), printer- and electronic-related equipment as well as lifting and moving furniture.
- Perform administrative duties and maintain assigned workplace, materials, and equipment in a safe, secure and neat condition.

- Ability to travel in small aircraft and be prepared to remain overnight in small villages in substandard accommodations.

PHYSICAL REQUIREMENTS:

The following physical activities are frequently required of a Help Desk Specialist. Balancing; bending; kneeling; squatting; reaching; sitting; standing; walking; climbing steep stairs; pushing; pulling; lifting heavy objects; grasping; communicating in person, by phone, or through written correspondence; hearing; and seeing. Certain duties may require repetitive motions. The noise level in the operating environment may require hearing protection.

REPRESENTATION OF POSITION

This position is covered under the Collective Bargaining Agreement (CBA) between the International Brotherhood of Teamsters Local 959 and ARCTEC Alaska J/V as it relates to wages, benefits hours and working conditions.

ARCTEC Alaska is an EO and AA employer and complies with Title I of the ADA.

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