



**E-9 ENTERPRISES INC.
102 EAST PIKES PEAK, SUITE 602
COLORADO SPRINGS, COLORADO 80903
719-203-6408
WWW.E-9.COM**

E-9 Enterprises Specializes in a wide range of services to the Military, Federal, State, Local Governments and commercial customers striving to be the service contractor of choice for quality conscious clients. Our goal is to maintain a position of industry leadership through Customer Satisfaction, Ethics, Personnel Management, Partnerships and Long-Term Viability. We take great pride in hiring veterans; with a put-veterans-to-work ethos.

Our Help Desk Technician is a member of a multi-functional team providing Command, Control, Communications, Computers and Information Management (C4IM), and Information Technology Support Services (ITSS) services in support of the Network Enterprise Center (NEC) Information Technology Support Services (ITSS) Contract at Fort Carson, CO. Operational and functional tasks include installing, maintaining, troubleshooting and maintaining thick and thin client individual workstations, server, and network components; testing, maintaining, and monitoring programs, systems, and networks; defining, developing, configuring, and supporting computer applications; working across multiple networks, and platforms; conducting training and orientations; independently responding to and supporting multiple commands and tenant organizations geographically dispersed across the entire Fort Carson area.

Standard administrative tasks include individual time, timesheet, leave, and training completion; performance management; compliance with customer organization and company standards; performing other tasks as assigned and demonstrating proficiency, accuracy and attention to detail in assigned duties.

Responsibilities:

- Works under the general supervision of the NEC AMS Fort Carson Site Lead.
- Generally applies high-level technical skills to address computer system issues and quickly restore mission-critical services; is empowered to operate with broad discretionary and decision-making ability as to applicability and use of defined local Standard Operating Procedures, and/or broad NETCOM and Army Policies and Procedures, using Subject Matter Expert (SME) judgment and experience to solve issues and problems for diverse Fort Carson-wide customer



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base with emphasis on providing a broad range of support to multiple customer sites.

- Provides a wide variety of activities associated with installing, maintaining, and servicing computer-related products at customer sites and providing technical support to customer in solving technical problems incurred in the installation or operation of company products including PC & laptop computers, disc drives, and computer or telecommunications systems and networks.
- Conducts orientation and training of customers in the technical operation and maintenance of equipment. Conducts start-up, cutover and checkout activities on newly installed systems.
- Troubleshoots and diagnoses system/equipment interface problems during installations; assists engineering in determining and solving equipment design problems by setting up special diagnostic test equipment to conduct controlled field experiments and gather engineering data.
- Prepares operations and metrics reports and associated documentation.
- Performs preventive maintenance and makes modifications and field changes to installed equipment.
- Provides on-site support primarily during standard business hours and/or contractually mandated core hours from 0600-1800 hours, Monday through Friday; provides occasional support outside of core business hours.

Qualifications

Education and Years of Experience:

- BA/BS in Information Technology field and 2 years or relevant experience (without BA/BS substitute 2 years relevant experience).
- No less than 2 years current experience in the performance of computer systems support in a secure operating environment.
- No less than 2 years current experience providing systems administration support with elevated permissions.

Additional Experience:

- Knowledge of Security Technical Implementation Guides (STIGS) for Operating Systems and Applications.
- Understanding of PKI desired.



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Additional Requirements:

- SECRET Clearance.
- Frequently lifts, carries or otherwise moves and positions audio-visual equipment weighing up to 75 lbs.
- Frequently bends, kneels and crouches during computer system equipment troubleshooting, maintenance, assembly/disassembly, installation/de-installation, and sustainment.
- May be required to drive vehicle if needed to perform tasks at Fort Carson, CO.

Required Skills/Certifications:

- DOD 8570 IAT Level II certification (e.g. CompTIA Security+ CE).
- Current Windows Operating System Certification (e.g. MCP: Installing and Configuring Windows 10).
- Ability to perform duties in the Department of Defense's (DOD) classified and unclassified environments including JWICS, SIPRNET, and NIPRNET.
- Working knowledge and use of the windows command prompt; ability to conduct standard troubleshooting activities with the command prompt, such as group policy updates, address resolution, and directory navigation.
- Knowledge and competency in the identification, assessment and troubleshooting of computer system components including motherboards, memory, mass storage interfaces, and BIOS firmware.
- Ability to configure Microsoft Office product components (including MS Outlook, and MS Lync) given exchange parameters for DoD enterprise mail; able to configure and perform email configuration and maintenance including the creation and management of .OST and .PST.
- Understanding and ability to map shared network drives to the end users workstation.



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- Solid understanding of computer networks (LANs, net connections and IP) including common ports and protocols.
 - Understanding of the Public Key Infrastructure; willingness and ability to know how to produce, issue, and manage SIPRNET PKI tokens to authorized users.
 - High level of problem solving skills and the ability to recommend and implement alternative set-up and/or operations for complex systems.
 - Detail-oriented and possesses the ability to handle multiple tasks.
 - Ability to provide incident and after action reports and analysis.
 - Excellent customer service skills and professional presence.
- Strong oral and written communication skills; ability to read, speak and effectively communicate in the English language.
- Solid work ethic.

Desired Skills/Certifications.

- CompTIA A+ Certification.
- CompTIA Network+ Certification.
- Microsoft Certified Solutions Associate (MCSA) Certification.
- Microsoft Certified Solutions Expert (MCSE) Certification.
- Familiarity with DOD mission-critical web applications such as Defense Connect Online (DCO).
- Familiarity of system management in an enterprise cloud environment.

All Prospective employees will receive consideration without discrimination because of race, color, religion, creed, gender, national origin, age, disability, marital status, veteran status, sexual orientation, or any other legally protected status.

All interested personnel please contact:

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