**Job Title:**

L1 Service Desk- Entry Level

**Terms:**

9 month contact to hire

**Comp Structure:**

Base salary= $60,000- $65,000

Bonus of $10,000 in first year

* $2,000 in first 30 days
* $3,000 after 6 months
* $5,000 after 12 months

**Location:**

Salt Lake City, UT

**Description:**

Our team is seeking a qualified Level 1 service desk technician to support one of the largest, most collaborative enterprise service desks in the defense space.

Under the Global Service Center, the Tier I Service Desk function handles incidents and requests from mission partners anywhere on the globe. You will:

- Provide Service Desk Support to approximately 2.1 million worldwide users using industry best practices and global service desk policy, either directly or indirectly based on application service level agreement requirements. Most of these users have Level 1/ Tier I support external to DISA.

- Provide Service Desk Support Level 1 & Level 2 Tier I. This includes handling of the following interactions: phone calls, e-mails, chat, instant messaging, and texts. Sources of interactions are from customers and system events.

- Interact and work with a diverse customer base and possess excellent oral / written communications skills as well as perform in a courteous, professional, and project-oriented manner.

- Document and update tickets. This may include recording any pertinent information regarding incidents / outages in the daily shift log / journal and preparing monthly shift activity reports for delivery to the appropriate Government Operations Chief.

**Skills/ Qualifications:**

* Top Secret Clearance
* Passion for starting a career in IT
* Strong communication skills

**Additional Information:**

Each individual joining this team will play a highly important, ultra-visible part in DISA's plans to brainstorm, design, build and implement a standardized, innovative, and agile Information Technology Service Management (ITSM) solution. Candidates can expect a fast paced, evolving environment, focused on innovation and streamlining.

Our client offers a very competitive benefits package including health insurance coverage from first day of employment, a 401k with an immediately vested company match, vacation and educational benefits.

Our client is an Equal Opportunity Employer (EEO). Minorities, Females, Disabled Persons, and Veterans

\*\*\*For more information or to apply, please contact Erin Gates at [egates@teksystems.com](mailto:egates@teksystems.com) or 719-314-6327\*\*\*