



Genesis Engineering Solutions, Inc.
4501 Boston Way
Lanham, Maryland 20706

JOB POSTING

Job title: SENIOR HELPDESK TECHNICIAN

All times are in Eastern Standard Time.

Requisition ID: 2022-10

Number # of Openings: 1

Job Locations: US Lanham, Maryland

Posted Date: 10-14-2022

Category (For Portal Searching): INFORMATION TECHNOLOGY

Required Clearance to Start: Background check

Reports to: IT Manager

Classification: Exempt

Time Commitment: 40-hours per week

Responsibilities and Duties:

We are looking for a senior helpdesk technician (onsite) to resolve complex support requests with computer hardware, software, and network systems, as well as meeting customer satisfaction and continuous service delivery demands.

Responsibilities include managing helpdesk tickets in a timely manner, training junior helpdesk technicians, performing troubleshooting through diagnostic techniques and problem-solving methods, determining the best solution based on the issues and details provided by the customer, installing, making changes, and repairs to computer hardware and software, imaging and deploying new laptops and workstations, managing hardware inventory, managing the call queue, recording events and problems and their resolution in logs. Ability to lift 25lbs, finger on keyboard, walk and climb stairs. Must also be able to maintain equipment under tables and desks, to include running network cables. Must be able to work independently and as part of a team of technicians. Performs other related duties as assigned.

Requirements:

- 5+ years of experience working in a help desk environment
- Proficiency with Windows based computers (Linux experience a plus)
- Creative problem-solving abilities
- Detail oriented and highly organized to manage helpdesk tickets
- An openness to learning new technologies
- Ability to train junior technicians
- Ability to diagnose and resolve complex computer technical issues in a timely manner
- Ability to multitask and liaise with professionals in different fields
- High attention to detail
- Excellent communication and interpersonal skills
- Large multi-tasking capacity
- 2-year associate degree or bachelor's degree in Information Systems, Information Technology, or Computer Engineering (highly preferred)
- Advanced computer proficiency
- CompTIA A+ Computer Troubleshooting Certification (preferred)

Benefits:

401(k)
401(k) matching
Profit-Sharing
Dental Insurance
Disability insurance
Employee assistance program
Flexible spending account
Health insurance
Life insurance
Paid time off
Parental leave



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Tuition reimbursement
Vision insurance

Supplemental Pay:
Bonus pay

COVID-19 considerations:

We are working in the facility during the current pandemic. Employees' safety and health concerns are totally respected.

Company's website:

- <https://www.GenesisESI.com>

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

AAP/EEO Statement

We consider all applicants for positions without regard to sex, religion, race, color, age, disability, sexual orientation, marital or veteran status, national origin or genetic' information or any other similarly protected status. We also comply with all applicable laws governing employment practices and do not discriminate based on any unlawful criteria.

If you meet these qualifications and feel this will be a good fit for you, please apply by sending us a cover letter and resume. Your cover letter should help us get to know you in a way your resume doesn't.

Please send cover letter & resume to OpenPositions@GenesisESI.com.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.

ABOUT GENESIS ENGINEERING SOLUTIONS INC:

Established in 1993, GES, Inc. has built a reputation for being on the "Genesis" of cutting-edge technologies coupled with engineering development. This innovation has led to the delivery of space flight hardware for some of NASA's flagship missions such as the Hubble Space Telescope (HST), logistic supply to the International Space Station (ISS), and the company's current participation with the James Webb Space Telescope (JWST) to name a few. GES has been recognized by the Prince Georges TECH Council, winning Small Business Awards in 2006. NASA's Office of Small Business Programs awarded Genesis as GSFC's Small Business Prime Contractor of the Year 2011. The Aerospace Division has a rich history in which GES has protected over 150 critical parts into orbit for Hubble Space Telescope servicing missions and has delivered hardware for NASA's Solar Dynamic Observatory (SDO), GPM, MMS, ASTRO- H, and many other projects. Genesis is currently building flight electronic assemblies utilizing compact PCI connectors, and high-density ceramic column grid array (CCGA) and ball grid array (BGA) surface mount technology. Genesis Commercial Technologies Division is developing a Single Person Spacecraft (SPS) for the purpose of servicing the ISS, space telescopes, and for asteroid exploration.

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Job Type: Full-Time