



Veteran Firm Seeking Cleared Help Desk Resources for Immediate Fills at Fort Rucker, AL

My name is Stephen Hrutka and I am the owner of a Veteran-owned firm in Washington, DC focused on Supply Chain, Strategic Sourcing, and Technical/Cleared Recruiting.

HRUCKUS helps other Veteran Owned businesses recruit for positions across the SBA, HHS, DARPA, and other cutting-edge R&D related defense agencies.

Our newest 8A client is seeking Tier 1 and 2 Help Desk Support with Secret Clearance to Support the Army in Alabama. Must be able to get Sec+ and MCSA within 90 days of starting.

If you're interested, I'd be glad to provide more details about the role and further discuss your qualifications.

Thanks,

Stephen M Hrutka
Principal Consultant
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Executive Summary: HRUCKUS is seeking several candidates to fill multiple roles for Tier 1 and 2 Help Desk Support at Fort Rucker, Alabama.

Clearance: Secret Preferred, Interim Secret Available for Clearable, US Citizens

Education: High School Degree

Required Certifications:

- Security+,
- **AND:** MCSA or MCITP
- Both may be obtained within 90 days of starting the role

Experience:



- Required experience consists of telephone support and ticket generation for both internal and external customers that utilize supported applications, services, and information systems.
- Responsible for redirecting all external safety related questions or issues to the appropriate Tier III Subject Matter Experts (SME) if issues or questions reach beyond the scope of established Army Regulatory or DoD Directives.
- Provide direct IT support for identifying, prioritizing, categorizing, resolving, and/or escalating customer issues.
- Scan and retain all In-processing out-processing paperwork and ensures submission of DD2875 and USACRC AUP to Information System Security Manager (ISSM).
- Closes the loop with customer to ensure issue was resolved to the customer's satisfaction before closing trouble ticket
- Monitors issues for resolution per G6 Enterprise Help Desk Standard Operating Procedure (SOP) and Service Level Agreement (SLA)
- Enters ALL issues in government required ticketing system(s)
- Identify trends and report them up the chain
- Ensures the end-to-end customer experience and provides a single point-of-contact for the customer
- Works with members of the desktop/network teams and other workgroups within the CRC on projects and initiatives as needed
- Creates a positive customer support experience and builds strong relationships through deep problem understanding, ensuring timely resolution or escalation, communicating promptly on progress, and handling customers with a consummately professional attitude, Logs and tracks incidents and requests from identification through resolution. Follows up with other support staff involved in resolution to ensure incidents are resolved, requests are filled, and the customer communication is complete and Documents resolutions and updates.