

ESM is seeking to hire a fulltime Desktop Specialist. The work location will be Monterey, California. This positions require and active Secret clearance.

Desk Top Specialist:

Technical Skills: Comprehensive knowledge of various computer operating systems (Windows, Mac, Linux, iOS, Android, etc.), techniques, requirements and methods, including systems management software concepts and functions in order to install, maintain, and repair computer hardware and software.

-The contractor shall be skilled in applying customer service and customer support principles and shall resolve customer questions or problems concerning DRMI Information Technology systems, mobile computing systems, software, and/or hardware, passwords, and communications systems within agreed Service Level Agreement (SLA) levels and business priorities to handle incidents and service requests, as well as providing an interface to users for other IT activities.

-The contractor shall be responsible for the implementation and operations of an integrated system of hardware and software applications designed to support DRMI's mission of presenting short courses in resources management at both the Naval Postgraduate School as well as international locations. Specifically, the contractor shall install, operate, and maintain a total of approximately:

- -43 Windows-based desktop computers and eight (8) Apple OS-based desktops for individual use by faculty and staff;
- -28 Windows-based laptop computers and eight (8) Apple OS-based laptops for individual use by faculty and staff;
- -46 Windows-based MS Surface computers for faculty and for temporary use by resident course participants.

-After each short course the Surfaces have to have to be cleared of any course-specific material and prepared for the next course;

- -32 direct connect, individual printers and three shared printers; and
- Nine (9) ceiling-mounted Panasonic PT-FWIOONT projectors.
- Two (2) Windows file servers.

Additionally, the contractor shall:

- -Operate and maintain the CD/DVD replicating system used specifically for DRMI course material distribution to DRMI students. A member of the course materials staff accomplishes the actual duplication of the CD/DVDs;
- -Troubleshoot all of the above systems on a continuous basis, either through direct interaction or remote connection; and
- -Develop guides and instructions for participants on the IT resources available during their residency, and how to connect their personal laptops, smartphones, etc. to the NPS and visitor's quarter's wireless networks. These are required since the DRMI students will not have access to NPS Enterprise Services and will not be able to access NPS guides themselves.

The contractor shall perform the following tasks:

- DRMI Service Support Level 1

- -Answer incoming technical trouble calls via phone, face-to-face, and email from DRMI faculty, staff and students.
- -Determine the nature of problems (e.g., routine, non-routine, user error, faulty data lines, equipment malfunctions, software malfunctions, etc.), by quickly gathering data and providing users with solutions to problems by utilizing knowledge of software and troubleshooting and repair skills.
- If the problem is related to an NPS Enterprise-related issue, enter the information collected into the NPS Enterprise automated trouble ticket system and submit it to appropriate NPS ITACS team for prompt resolution.

-Make an initial assessment of requests, attempt to resolve, or refer to someone who can.

-Keep customers informed on request status and progress.

-Participate in the delivery of a full range of customer support services to the organization: installing, configuring, upgrading, and troubleshooting any hardware and software components.

-Present formal and informal information technology training and assistance to customers.

-Seek information from guidelines and manuals in order to research system problems and provide assistance to customers.

-Maintain DRMI webpage and update on a regular basis.

-Operate and maintain DRMI computer lab.

-Set-up DRMI student computers as required

-Assist with enforcing security and privacy requirements on user software and DRMI network environments.

- DRMI Service Support Level2
 - -Support technologies including computer hardware and software, computer assisted information retrieval, data communication networks, local area networks and technology interfaces.
 - -Determine if equipment is covered by warranty or maintenance contract and process accordingly.
 - -Remove and replace defective hardware components.
 - -Perform all upgrade of hardware to include memory, fixed storage, and installation of network interface cards (NIC).
 - -Troubleshoot and correct complex software problems to include resolving conflicts between applications, hardware and/or device conflicts, and operating system faults.
 - -Keep customers informed on request status and progress.
 - -Perform trend analysis on common and recurring issues.
 - -Ensure the integrity and availability of all DRMI computer and mobile computing systems by patching and updating DRMI network connected systems.
 - Monitor, maintain and service DRMI Local Area Network (LAN) and ensure access to LAN by DRMI faculty and staff.
 - -Update and maintain Operating System and application software at least monthly and whenever critical security updates are available.

- **Additional Tasks:**

Attend periodic meetings in ITACS. This includes the quarterly one hour ITACS All Hands meeting, the quarterly one hour Lab Managers' meeting, and the weekly two hour ITACS Technology Assistance Center meeting.

Education/Experience and Certification Requirements:

- Awarded a Bachelor's degree in Information Systems or Computer Science from an accredited college or university -OR- possess at least three (3) years' experience in an equivalent field.
- CompTIA Security+ certified or other acceptable cybersecurity workforce certifications as required in DoD 5270 at the IAT-2 level.

Work is primarily sedentary, but the contractor must be able to lift at least forty (40) pounds without assistance.

ESM provides equal employment opportunity to all individuals regardless of race, color, creed, religion, gender, age, sexual orientation, national origin or ancestry, disability, genetic information, veteran status, gender identification or any other characteristic protected by state, federal or local law.