

Technical Support Specialist

JOB REQUIREMENTS:

1. Active DoD Top Secret Clearance
2. Associates Degree or 4 years of experience with emphasis on Network Control and ET operations and maintenance.
3. Windows NT System Administration experience.
4. Experience in Information Technology (IT) tools in managing and troubleshooting complex computer networks
5. SATCOM experience

RESPONSIBILITIES:

1. Responsible for initial equipment fielding, testing, training and repair of defense communications satellite control and monitoring equipment.
2. Establish all computer operating system parameters and configurations required interfacing and ensuring optimum performance.
3. Perform hardware diagnostics and repairs on computers in support of the C41 systems.
4. Analyze U.S. Defense Satellite Communications System (DSCS) network configurations and link performance.
5. Review, compare and analyze data output from multiple control and monitoring systems to resolve inconsistencies, identify anomalous conditions and determine system application and DSCS network performance.
6. Ensure C41 software applications for satellite control facilities are functioning properly and reconfigure system software, WANS and LANs as needed.
7. Perform demand and emergency maintenance repair work and re-engineering of equipment and associated components of systems specifically designed, manufactured and applied to the SC2C for use with Department of Defense satellites.
8. Perform system and database management of special purpose software applications.
9. Develop and implement procedures for identification and resolution of complex satellite network anomalies.
10. Develop and implement satellite communications payload reconfigurations and confirm the effectiveness of the reconfiguration and identify any anomalies arising from the change.
11. Reconfigure equipment and develop command procedures and other software routines required to support new applications, re-engineered equipment and/or new uses of defense communications systems