

## **About the Job**

The Computer Service Desk Technician will provide assistance to users and organizations using computer software or equipment. Specific support will include the following:

- Assist users who are having computer problems
- Diagnose problems and guide users through problem resolution
- Provide remote-support using software tools
- Train users to utilize computer hardware or software, including printing, installation, word processing, and email
- Respond to phone, web, and email requests for assistance using remote tools and automated trouble ticketing system
- Ensure a detailed description and resolution is documented in the automated trouble ticketing system

This position is located at Hill Air Force Base, UT.

## **Minimum Requirements**

- Position is contingent on passing a background check and drug screening
- Position is contingent on obtaining CompTIA Security+ Certification with CE Designation
- Position is contingent on obtaining a Secret Security Clearance under the Department of Defense

## **Desired Skills**

- Ability to properly diagnose computer software/hardware problems
- Ability to work with users to properly assist and train on computer related issues
- Ability to work tickets in Remedy
- Prior customer service experience

## **About Us**

NexOne, Inc. (NexOne) is a small business providing full spectrum IT, Engineering and Logistical Analysis support to federal and local government and private industries since 2000. Headquartered in Clearfield, Utah near Hill AFB, we provide professional services throughout the United States. NexOne has a strong customer base that is constantly growing due to our outstanding reputation. We attribute this reputation to our valued, dedicated and highly-skilled employees. NexOne is all about people, people with the right skills and the right experience to create innovative solutions to challenging problems. If you feel you are this individual, please click the apply button now.

NexOne is an Equal Opportunity Employer offering a comprehensive benefits package.