

## **About the Job**

The Computer User Support Specialist IV 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
- Set up, image or repair computer equipment and related devices
- Train users to utilize new computer hardware or software, including printing, installation, word processing, and email
- Respond to phone, web, fax and email requests for assistance using remote tools and automated trouble ticketing system
- Make site visits to provide touch labor

This position is located in Huntsville, Alabama.

## **Minimum Requirements**

- Minimum five years of experience on a technical service desk or a Bachelor's Degree in a computer related field and an equivalent advanced technical certification
- Position requires a Secret Security Clearance under the Department of Defense
- Position is contingent on a passing a background check and drug screening

## **Desired Skills & Certification(s)**

- Ability to properly set up computer and related equipment
- 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
- Must possess and maintain an IAT-I or II level certification (dependent upon access required) as outlined in DoD 8570.1M

## **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.