

Position Vacancy Announcement

FY 2010-15, January 26, 2010

IT User Support Specialist

University Research Co., LLC

Regular Full time Position 40 hours per week

Location: Bethesda, MD

Salary: Mid-level (Non-exempt)

Job Description:

Reporting directly to the Network Manager, the IT User Support Specialist will be responsible for supporting computing and telecommunications network operations and procedures, and will work within a team environment to facilitate user interface with the telephone systems, computers, peripheral equipment, networks, and communications equipment.

1. Under general supervision, and working in close coordination with the Network Manager, incumbent performs troubleshooting, maintenance, repair, and installation of computer equipment. Assembles and installs new computer equipment or units of local area networks requiring the use of standard interface protocols. Assists in network installation and cabling, back ups, preventive maintenance, and maintenance of documentation
2. Provides basic computer user support to URC staff in the U.S. and in over 30 overseas field offices (assists Network Manager in troubleshooting both hardware and software problems on personal computers, setting up equipment for conferences/presentations, and supporting **MS Office Suite** and other company approved software). Verifies equipment and software are working properly before issuance or use; and troubleshoots problems and/or identifies solutions. Provides a timely response for user requests for computer assistance or equipment requests
3. Orients and trains staff on computer hardware and software and telephone system, developing and using a checklist of items to train new users, to include:
 - Procedures for logging into and out of the network
 - Navigating the shared resources directory
 - Using the Outlook e-mail system
 - Setting up and using features of the telephone (voice mail)
 - Introducing the computer resources available in the company (software and hardware)
4. Sends and follows up on equipment sent to vendors for repair, and maintains an inventory of computer hardware, software and other equipment. Follows established procedures for safekeeping of equipment and supplies
5. Installs cable for the telephone system. Performs office moves, additions, deletions and other changes for users. Provides telephone support and training to new users and solves miscellaneous phone problems
6. Contributes to corporate business development activities
7. Other duties as assigned by the Network Manager

Minimum Qualifications

- Two years experience with **Microsoft 2003 Server & Exchange 2003 or 2007 Server and MS Office Suite** and supporting major systems running on servers and workstations
- **Bachelor's degree** in computer sciences or a related field required
- **Microsoft Certification highly preferred**
- Knowledge of computer hardware, ability to troubleshoot problems with computer hardware, software, and network operations and capabilities
- Personal characteristics required: strong communications skills with a customer service orientation; self-starter and problem-solver with previous experience establishing and maintaining effective working relationships with other technical staff, vendors and users
- Must be able to handle multiple priorities and manage time effectively
- Duties involve occasional stooping, crawling and/or lifting of up to 40 lbs. in order to install or check the installation of network devices or cabling. Occasional travel to various worksites may also be required

To Apply: For immediate consideration, please apply by clicking on the following link:

<https://home.eease.com/recruit/?id=487572>

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