

Customer Service & Information Technology Officer - Entry/Developmental

Work Schedule: Full Time

Salary: \$48,315 - \$66,997

Location: Washington, DC metropolitan area

Computer scientists and technical professionals: If you have exceptional customer service skills and enjoy being the one that everyone comes to for computer technical help, then we are looking for you. Join the team responsible for ensuring the Agency's IT customers receive timely, responsive, and exceptional service. As a member of our support team, you will provide one-on-one consultation and applications troubleshooting assistance; resolve access, hardware and software problems; respond to incoming customer calls for IT assistance and meet with customers to resolve problems; assist with integrated IT service delivery requirements and sensitive data access control; and/or perform limited small applications development. You may also be deployed to other offices across the Agency as a vital link between the customer components and our technical offices for all information services requests. Or you may be on one of the teams responsible for LAN and/or Lotus Notes administration, hardware and software upgrades, server operations on standalone networks or special data servers. Temporary travel opportunities may be available.

Minimum qualifications include the following:

- Associate's degree in Computer Science, Computer Information Systems, Information Science & Technology, Management Information Systems, or a similar degree from a technical trade school or equivalent experience equal to two (2) years of IT customer service work experience with excellent performance and completion of recent formal training in the field.
- Candidates with a BA or BS degrees are also encouraged to apply, and may qualify for a higher entry level salary.
- A final GPA of at least 3.0 on a 4.0 scale is required.
- Exceptional customer service skills, the ability to work well in a team environment, working knowledge of MS Word, Excel, PowerPoint and Lotus Notes, solid troubleshooting skills, demonstrated communications skills, and the ability to work under minimal supervision in a fast-paced and diverse environment are required.
- Knowledge of Internet operations, various transmission technologies and search tools; technical knowledge of network infrastructures; expertise in troubleshooting hardware and software; demonstrated leadership and mentoring skills; and LAN and Lotus Notes administration and server operations experience are also needed.
- Excellent verbal and written communications skills; Strong commitment to continuous learning; the ability to work in a team environment and the ability to listen well and work with others to provide exceptional customer service.
- Candidates are encouraged and expected to explore and gain experience in multiple business areas across information technology customer services to build a broad skill set. There may be some opportunities for overseas and domestic travel to support customer needs.
- Industry or government experience in providing IT customer services is a plus.