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Title Computer User Support Specialist

Department Information Technology

Work Location NSWC Crane & Contractor Site

Exempt Status (Y or N) N Position Status (FT/PT/Permanent/Temporary) FT

Company Conformance Statements

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Valor Inc is an Equal Opportunity Employer and provides a Zero Tolerance Drug Free Workplace
- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
- To ensure the proper procedures are in place for provision of the daily safety and well being of the employees, customers and equipment.

Position purpose

The position of the Computer User Support Specialist is to provide Computer, Network, and Electronic equipment support for Government users. Position is for internal and external requirements.

Responsibilities/Duties/Functions/Tasks

Incumbent provides NSWC Crane Help Desk and End User Support function that include but are not limited to: answering phone calls, providing guidance and solutions for Tier 1 issues, filling out trouble tickets and submitting for escalation where needed. Provides support in the distribution and tracking of mobile devices, and support in the area of establishing accounts or trouble shooting access errors.

Incumbent must have good customer service skills, listening and speaking skills, be patient and able to understand and answer computer user issues. Issues may include hardware, software, printing, word processing and electronic mail.

Incumbent must have the ability to perform duties as assigned with little or no supervision or direction.

Qualifications

High School Diploma with a minimum of at least 2 years of job-related experience;
Information Assurance Certificate, IAT1;
Good customer service skills, working knowledge of word processing and integrated software applications.

Special Position Requirements

Must possess the ability to obtain and maintain a US Department of Defense Security Clearance. Position may require limited travel.

Preferences

College Degree.

Work Requirements

Most tasks are performed in office setting.