

Company:	ENSPYR, LLC
Date Open:	03/8/2018
Date Closed:	TBD
Job ID No. #:	CO1210
Job Title:	Help Desk Support Specialist (Level II)
Labor Category:	Data Entry Operator (Level II)
Location:	Hampton, VA
Position:	Part-Time / Non-Exempt
Work Schedule:	Monday - Friday (8am-12pm), no telecommute
Security Clearance Req.:	None (Type Investigation – NACI / ADP II, Non-critical Sensitive)
Salary:	Based on experience
Availability:	03/19/2018

ENSPYR, LLC is currently seeking one (1) candidate in support of the Army Management Staff College (AMSC) located at Fort Leavenworth Army Base, Kansas. We are looking for an experienced Army Learning Help Desk professional to provide support for the AMSC Distributed Learning (DL) Help Desk for Civilian Education System (CES) courses that allows students to receive technical assistance with course and system errors. Apply now to this posting for immediate consideration.

Position Summary: The contractor shall provide Tier 1/Tier 2 Help Desk Support Services for CES DL students. The position will work from the AMSC CES DL Help Desk located in Hampton, VA.

Job Responsibilities:

- **Help Desk Support Services:** The contractor shall provide Tier 1/Tier 2 functional and technical expertise support (within 2 hours) to address problems that can be corrected through application configuration (for approximately 50K CES DL students). The problem areas are:
 - Provide assistance to students for all CES DL courses regarding registrations/course cancellation guidance, application status, clarification of basic CES policy or policy matrix questions, and CHRTAS assistance. Help Desk support will be provided within two hours for AMSC DL courses.
 - Manually review student records to verify student completions and manually enter the appropriate completion or non-completion code or status into the ALMS and/or CHRTAS/ATRRS in order for students to receive their certificates of completion for DL coursework. In addition, reconcile enrollment rosters with ATRRS, CHRTAS and ALMS to prevent possible duplication of enrollments.
 - Obtain approval from designated representative(s) and then manually go into the appropriate delivery system to reset exams.
 - Respond to customer trouble requests and problems received by telephone to the satisfaction of the end user
 - Respond to customer trouble requests and problems received by email with respect to web issues to the satisfaction of the end user.
 - Army Training Help Desk (ATHD) Support Client. Responds to the customer trouble requests and problems received by phone or email with respect to web issues to the satisfaction of the end user.
 - Control Log: Maintain locally developed control log that outlines, at a minimum, the date, time, description of issue, resolution, and time issue was completed for all trouble calls, emails and ATHD Support Client (Web). Review monthly to ensure all tickets have been resolved and/or escalated to the next tier level.
 - Use ATHD trouble ticket logs to track progress and status of user-submitted issues.
- **DL Help Desk Support:** The contractor shall provide technical troubleshooting at Tier 1 and 2 Levels and establish network escalation procedures to the Army Enterprise Service Desk (AESD), the Army Training Support Center (ATSC), the ALMS, and other Army Help Desks associated with troubleshooting AMSC educational technology programs. Responsible for but not limited to:
 - Serve as CES DL Subject Matter Expert (SME) to analyze and isolate cause of problem (data, content, security issues, etc.) and provide users assistance.
 - Assist in resolving any connectivity issues that hinder daily work performance.
 - Navigating within the ALMS.
 - Differentiating between the student and instructor views of the ALMS.
 - Creating and participating in an asynchronous threaded discussion with students requiring help using standard email systems.
 - Utilizing appropriate tools to circulate and collect information.
 - Providing assistance to DL students using Student Information Systems used by the Government.
 - Frequently Asked Questions (FAQs): Review AMSC FAQs list every Fiscal Year (FY) Quarter and assist in developing or recommend updates to existing FAQs in ATHD.
 - Reports: Analyze functionality, operability and availability of all the systems utilized by students. Annotate trends and testing results of new/updated courses; identify problem areas/trends that cause an increase in trouble tickets/trend report. Prepares and submit Monthly Status Report to Site Lead each month.
 - Document best practices and recommend procedural modifications to reduce user problems and improve application effectiveness and gain efficiencies.
 - Identifying potential problems before they occur. Be proactive in preparation and uses initiative in response.

- Attend meetings and training as required.
- Safeguards all Government furnished equipment, information and property provided and secure Government facilities, equipment, and materials at the end of workday.
- Adheres to and ensures compliance with all company policies and applicable DoD/Army standard operating procedures, manuals, and regulations.

Important Notices: The above is a brief summary of job responsibilities and is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform.

Desired Skills and Experience:

- Must be a U.S. Citizen.
- Must have had a NACI investigation within last 18 months or currently have an active security clearance.
- Minimum 2 years of experience in the following DL system environments: SABA Learning Suite and Centra Suite, Bb Academic Suite, CHRTAS, AKO, ATRRS, ALMS, and ATHD.
- Minimum 1 year of direct learning content management system administration experience.
- Must have 2 or more years of experience in providing technical troubleshooting at Tier 1 and Tier 2 Levels and in establishing network escalation procedures to Army Learning Systems and Army Help Desks associated with troubleshooting educational technology programs. Preferably four (4) or more years.
- Minimum 2, preferably 4 or more, years of experience working with the ALMS and with the Army Learning Model. Preferably have experience in Department of Defense Enterprise environment.
- Must have working knowledge and hands-on experience with CHRTAS, ATRRS, Bb, SharePoint, ALMS, and AKO for DL programs.
- Must have excellent customer-service skills to be patient and sympathetic to help people who are frustrated with the software or hardware they are trying to use.
- Must have excellent listening skills to be able to understand problems that customers (internal/external) describe and know when to ask questions to clarify the situation.
- Must have problem-solving skills to identify both simple and complex computer problems, analyze them, and solve them.
- Must have the ability to communicate (written and verbally) effectively with senior leadership and have excellent customer service skills and the ability to speak professionally over the phone, in-person, and in writing.
- Possess excellent organizational, accuracy, detail-oriented, and interpersonal skills.
- Able to work as part of a team.
- Have the ability and knowledge to operate computer equipment and peripherals such as copiers, fax machines, etc.
- Demonstrated proficiency with the Microsoft Office Professional Suite (MS Word, Excel, PowerPoint, & Outlook).

Education:

- High School Diploma or equivalent. Some college or Associate's Degree preferred.

Type of Travel:

- None.

Note: Relocation assistance *is not* available for this position. If relocation is required the selected candidate must be willing to relocate at his/her own expense. No telecommute authorized. Must be a citizen of the United States.

How to Apply: After reviewing the position, please apply by sending an email to hr2@enspyr.com referencing the Job Title in the subject line and attach your resume (MS Word format) and Verification of Military & Education Training (VMET) for military veterans. Go to <https://www.dodtap.mil/login.html> to download your VMET. [**Note:** Please be sure to address all stated requirements of posted requisition in the resume that you possess. Resumes may not be considered if this is not accomplished.]

Enspyr is an Equal Opportunity/Affirmative Action Employer. We abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability.

This Company is an E-Verify Participant.