

Job Title: Sys Admin/Help Desk Specialist

Location: Herndon, VA

Security Clearance: TOP SECRET /SCI CI Poly

Shift : Ability to night, weekend, and overnight shifts on a regular rotation

E&M Technologies is currently seeking Sys Admin/Help Desk Specialists to join our team in support of the GEOAxis program

Essential Roles & Responsibilities:

The GEOAxis program is looking for highly motivated personnel with some IT background who can join the program's 24/7 Operations team and then quickly advance to other day-staff roles on the program. The 24/7 Operations team works a rotating 12 hour shift schedule which includes overnight and weekend shifts while ensuring every other weekend (Fri-Sun) is completely off. The team rotates between Mon, Tue, Fri, Sat, Sun shifts one week with only Wed, Thu shifts the next week.

The GEOAxis 24/7 team is responsible for Tier 2 operational support of a mission-critical Enterprise Identity & Access Management system. The position includes operational monitoring and management of Linux servers and COTS software, as well as acting as a Help Desk for users who need assistance. As GEOAxis gains more consumers, we continue to meet the high demand to provide cutting-edge technology to our customer and their partner organizations.

Specific duties for this position include:

- Analyze system performance and take corrective actions as needed
- Troubleshoot system incidents
- Assist users with system problems
- Coordinate with Tier 1 support, mission partners, end users, and others
- Monitor and report meaningful metrics
- Develop and update support documentation and Standard Operating Procedures
- Ability to independently represent GEOAxis in supporting a consumer's or mission partner's maintenance activity

Required Skills:

- Strong communication skills, both verbal and written. Comfortable discussing technical information with users and other support personnel.
- Ability to quickly learn new software and IT concepts.
- Strong problem solving and decision making skills.
- Ability to work autonomously as well as an integral member of a team.
- Ability to work daytime, weekend, and overnight shifts on a regular rotation.

Desired skills

- Linux/UNIX experience
- Security+

Education Minimum:

Bachelors degree from an accredited college in a related discipline, or equivalent experience/combined education. Entry level.

E&M Technologies offers competitive salaries, medical benefits, and a 401k plan.

To Apply for this Position:

You must have the listed skills and experience in your resume to be selected for an interview. Send your resume to emtech@eandmtech.com

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, marital status, national origin, age, veteran status, disability, or any other protected class. U.S. Citizenship is required for most positions.