



E&M TECHNOLOGIES, INC.

854 Woodmoor Acres Dr.,
Monument, CO, 80132

Job title: Helpdesk Specialist

Location: Colorado Springs, CO

Shift work: Yes

Security clearance Required: Secret

E&M is actively seeking a HELPDESK SPECAILIST personnel in support of the U.S. Air Force North American Aerospace Defense Command (NORAD) Cheyenne Mountain Complex Integrated Tactical Warning/Attack Assessment (NCCMC-ITW/AA) and Space Support Contract (NISSC).

Required Skills:

- Must have a demonstrated track record of excellent Information Technology customer service skills, troubleshooting skills, and client resolution skills in a Windows PC environment
- Must have Remedy trouble ticket experience and skills
- Must have a demonstrated ability to perform network and client diagnostic/maintenance tasks
- Must be able to troubleshoot network connectivity of various workstations
- Must be familiar with and able to troubleshoot client peripherals including printers, KVMs, card readers, monitors, and blades
- Must be willing to work flexible shifts and days as required
- Must be willing to work weekends/holidays on the assigned days/mids shift rotations

Desired Skills:

- Experience with NORAD-NORTHCOM command and control applications and hardware is a significant plus
- Flexibility to work different shifts (days, nights, weekends) is highly desired
- Understanding of OPSEC requirements for the USAF
- Ability to prepare, objectively review, and deliver technical presentations
- Experience with technical knowledge capture, training, and certification of personnel
- Have demonstrated experience and capability with interfacing with the Air Force Customer at very high levels as well as interfaced with multiple DoD Agencies

Required Certification:



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- DoD 8570 IAT Level II (Security+ CE)
- Windows Operating System OS

Education Required:

- Associates degree & 5 years (Bachelor degree & 3 years) of directly related technical experience

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