



E&M TECHNOLOGIES, INC.

854 Woodmoor Acres Dr.,
Monument, CO, 80132

Job title: Helpdesk Specialist - Journeyman

Location: Cheyenne Mountain AFS, Colorado Springs, CO

Shift work: Yes, 8x5 days; or 12-hr day shift or 12-hr night shift, including holidays and weekends

Paid Overtime: Yes (SCA 14160)

Shift Differential: Yes, 10% for night shift

Security clearance Required: Final Secret

****Current DoD 8570 IAT Level II certification is required for this position. Please be prepared to provide proof of current certification (Security+ CE or other DoD recognized higher level cert) at the time of submission. ****

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

NISSC provides accurate, timely, and unambiguous warning and attack assessment of Air, Missile, and Space threats with daily visibility of National Command Authority leaders including the President of the United States. NCMC-ITW/AA is composed of Air, Missile, and Space Warning Missions located at Cheyenne Mountain AFS, Peterson AFB, Offutt AFB, Vandenberg AFB, and forward user and sensor sites worldwide.

As a Help Desk Technician, your duties include, but are not limited to: facilitate excellent relationships between Government active duty/civilian customers and the contractor team; use network management tools and assign ticket numbers for outages in Remedy; initiate a response, track, update, review, and conclude actions in Remedy; resolve user network resource application questions and problems; provide "first look" network administration as required; assign maintenance actions to other 721st CS work centers when appropriate; report job status to the 721st CS/Systems Center; verify trouble ticket closure status with customers; provide resolution to general classified and unclassified network and personal computer problems; support the Customer's annual exercises, planned monthly relocations, and unplanned real-world events; evaluate troubleshooting actions and results to other technical support organizations for further resolution; coordinate and participate in installation and renovation projects; prepare status reports on system checks, relocation preparation, and relocation support; perform hardware and software technical refresh efforts; update systems check checklists, operational checklists, and related documentation; serve as a coordination point between the 721st CS NCC, the Cheyenne Mountain Operations Branch (CMOB), and other Mountain Comm Team members on assigned actions and projects; serve as a 721st CS Subject Matter Expert and advisor on all matters related to NORAD-NORTHCOM Alternate Command Center requirements at CMAFS.

This position is considered Mission Essential. You must be prepared for and be able to report to work and remain on site for extended periods of time during emergencies and drills. During such periods, you may be unable to maintain contact with anyone outside the site, including family and friends. You must sign a letter of commitment acknowledging and agreeing to this requirement.



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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
- Must have or be able to quickly obtain a current Windows Operating System (OS) certificate
- Must meet DoD 8570 certification eligibility requirements (e.g., Security+ CE)
- Must have a minimum Final Secret clearance and be able to retain it

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 Certifications:

- 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