

JOB OPENING

Helpdesk Technician – Job ID# H011

Location: Hunt Valley, Maryland
Status Type: Full Time, Monday - Friday

Education & Experience:

Required

- Associates Degree or equivalent and 1 plus years relevant experience (HS plus 3 years) supporting 50 plus users in a Microsoft environment including demonstrated ability to troubleshoot MS Office applications and familiarity with various licensing programs used to control modeling, engineering and analysis applications.
- Knowledge of Intel desktop setups, Windows XP/7 operating systems, Windows office products, HP printer support, basic network understanding of TCP/IP protocol and network terminology.
- Organized, detail oriented individual who can focus on providing excellent customer support.
- **U.S. Citizenship with ability to attain clearance upon hire.**

Highly Preferred

- Experience remotely supporting off site users.
- Completion of a technical training program in PC repair including CTIA A+ and MSCE certifications or equivalent.
- Knowledge of laptop repair and networking skills.
- Report writing skills utilizing MS Access, Crystal Reports and/or Impromptu.
- Experience supporting and maintaining Share Point and MS-CRM application.

Work Description:

Reporting to the IT manager, this position will:

- Maintain the facility's help desk, supporting users by troubleshooting issues and resolving desktop problems.
- Perform maintenance and upgrades to computers and software.
- Work with systems administrator to quickly solve network related issues.
- Provide first level support on the Microsoft CRM, SharePoint, SCCM and Laserfiche implementations.

For consideration send resume and salary history, noting position desired, to:

Teledyne Energy Systems, Inc.
Attn: Human Resources - Job #H011
10707 Gilroy Road
Hunt Valley, MD 21031
Fax: 410-771-8620
E-mail: resumes03@teledyne.com

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