

**WIPP – Lead Technical Support Analyst**

**2024-3212**

Edgewater Federal Solutions, Inc. is currently seeking an **ONSITE** Lead Technical Support Analyst to provide support to the Waste Isolation Pilot Plant (WIPP) contract located in **CARLSBAD, NEW MEXICO.**

**RESPONSIBILITIES:**

**Lead a team of Technical Support Resources and provide hands-on assistance with the following:**

* Diagnose and troubleshoot software and hardware problems and help our customers install applications and programs.
* Resolving network issues, configuring operating systems and using remote desktop connections to provide immediate support.
* Provide remote or desk side computer support to users.
* Answer phone calls, log tickets, provide problem resolution.
* Work within team environment to resolve problems.
* Provide end-user support to the Network Operations Team for management of network connections, telephones, multifunction devices.
* Provide end-user support to the Systems Operations Team for management of Active Directory and Group Policy Objects.
* Provide end-user support to the Systems Operations Team for management of the VMware Virtual Desktop (VDI) environment – VMware Horizon.
* Provide end-user support to the Applications Development Support Team for management, identification, and analysis of defects for software systems and integration.
* Perform management duties for the team including yearly reviews, PTO/timesheet/expense approval, and other related duties.
* Ability to identify opportunities for improvement, efficiencies, and automation in Technical Support processes and procedures.
* Ability to create, manage, and execute plans implementing processes and procedures.

**QUALIFICATIONS:**

* **US CITIZENSHIP REQUIRED - per contract, must be able to obtain and maintain U.S. Department of Energy Clearance, with the ability to obtain and maintain a HSPD12 credential.**
* **Work onsite in Carlsbad, New Mexico – must reside in local area or be willing to relocate.**
* High School Diploma and a minimum of 3 - 5 years of lead experience in help desk environment.
* U.S. citizenship is required per Contract to obtain and maintain U.S. Department of Energy Clearance, with the ability to obtain and maintain a HSPD12 credential.
* Ability to lead a team of tech support resources, set priorities, and monitor execution.
* Attention to detail and strong interpersonal, communication, training, and organizational skills, and ability to work effectively in a team.
* Ability to recognize and defuse conflict.
* Ability to multi-task and adapt to changes quickly.
* Knowledge of coordinating and administering the process of desktop, laptop, and thin-client imaging.
* Ability to research, document, and advocate standards for desktop and laptop computers, thin client computing devices, printers, scanners, monitors, standard software applications (e.g., MS Office), etc.
* Strong technical awareness; ability to match resources to technical issues appropriately.
* Service awareness of organization’s key IT services for which support is being provided.
* Comprehensive understanding of support tools, techniques, and how technology is used to provide IT services.
* Strong interpersonal skills; such as telephony skills, communication skills, active listening, customer-care, and recognizing when to escalate developing situations.
* Solid root cause analysis and diagnosis skills of desktop/laptop technical issues.
* Must be well organized, a good communicator, able to effectively prioritize tasks, assign qualified resources from the team, and manage small projects from concept to production.
* Must be a highly self-motivated individual with the ability to work in a fast-moving environment, independent and self-sufficient. Able to receive tasks and direction from the program manager and see it through to completion with minimal supervision.
* Exemplary attendance and punctuality.

**Preferred Requirements:**

* Bachelor’s degree in computer science, Business Information Systems, or Management of Information Systems or Associate’s degree with at least two years of IT experience.
* Experience with Enterprise Windows operating systems and office suites, business applications, printing systems, and network systems.
* Experience with imaging computer systems using software products like Smart-Deploy.
* Experience with Microsoft SCCM.
* Demonstrated experience with Microsoft Active Directory, Group Policies and management and control techniques.
* Knowledge of VMware technologies and deployments.
* Experience with Microsoft imaging and deployment techniques.
* Knowledge and applicability of NIST STIGS within government systems.
* CompTIA A+, Net +, Sec + Certifications.

**About Us:**

Edgewater Federal Solutions is a privately held government contracting firm located in Frederick, MD. The company was founded in 2002 with the vision of being highly recognized and admired for supporting customer missions through employee empowerment, exceptional services and timely delivery. Edgewater Federal Solutions is ISO 9001, 20000-1, 270001 certified, appraised at CMMI Level 3 Maturity for Development and Services, and has been named in the Top Workplaces in the Greater Washington Area Small Companies for 2018 through 2023.

It has been and continues to be the policy of Edgewater Federal Solutions to provide equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, veteran status, and/or other status protected by applicable law. #LI-HH1