**Job Title: Help Desk Support Specialist**

**Job Summary**

7Strategy Group is looking for a customer service-oriented Help Desk Support Specialist to provide support for the enterprise Customer Relationship Management (eCRM) project. This position will be a unique and exciting career opportunity that will involve the integration, development, and deployment of enterprise-wide systems involving COTS ERP, SaaS solutions, mobile solutions, and enterprise data analytics in a state-of-the-art Agile development environment. The transformation and integration of over 50 legacy systems to ERP and SaaS solutions will be a monumental technical experience for this position. In addition, the resulting solution will deliver direct support to our Navy Sailors and their families.

The position of Help Desk Support Specialist is the front-line support position with the end users in the Navy and is therefore critical to the success of both the company and the Navy missions.

The ideal candidate is enthusiastic, eager to grow, communicates well with other teammates, and comfortable working in a small company. A small company environment means: lots of visibility, taking on a lot of different roles, willing and able to interface effectively with end users, and plenty of work in a high-paced atmosphere. It is critical that Support Specialists own a support issue until they have rectified the problem or have an acknowledged transfer of the issue to another member on the team member. Maintaining timely communication of issue status with end users and their managers is critical aspect for success in this position.

**Required Education**

* Associates Degree or higher in a related technical discipline
* S Salesforce Administrator Certification/Training
* CompTIA Security+ or equivalent certification completed – provide certificate
* COMPTIA A+, or Network+, or Security+ Certification

**Required Years of Experience**

* 2-3 years of relevant experience

**Required Clearance Level**

* Must have Secret Clearance with the ability to achieve T5/T5R status, TS is preferred
* US Citizenship required

**Responsibilities**

* Support and provide assistance in  processing of incoming contacts to the Service Desk via telephone, portal, and e-mail to ensure courteous, timely, and effective resolution of customer issues.
* Provide thorough triaging of tickets by liaising with other IT teams.
* Supports in assisting staff in recognizing, identifying, isolating, and resolving problems with information systems products and services.
* Troubleshoots and determines problems for customer specific operating systems and applications.
* Responsible for assisting with the opening, tracking and closing trouble tickets.
* Ensures problem ownership and promotes end-user satisfaction.
* Participates in special projects as required.
* Works on project teams with the customer and technical staff to broaden the understanding of customer concerns and to coordinate efforts to implement desired changes.
* Requires strong communication and excellent customer service skills.  Role may be considered mission critical.

**Qualifications**

* Experience with Salesforce Platform products, such as Service Cloud and Communities
* Knowledge of core technologies including but not limited to AD, O365, WAN/LAN/Wi-Fi, VOIP, Core Networking, Cloud Services, Video Conferencing fundamentals and printing
* Hands on experience with incident and problem management
* Effective communication skills
* Proven leadership skills with the ability to coach team members
* Able to effectively influence and develop strong relationships with key stakeholders

**Preferred Qualifications**

* Experience with incident and problem management systems (e.g. Remedy, ServiceNow)
* Knowledge of and experience in applying ITIL principles and standards to improve incident resolution and customer service standards
* ITIL v3 certification
* Salesforce Admin certification

**Job Location**

Remote

**Retirement and Savings**

* 401(k) Savings with Match

**Time Off**

* Vacation
* Sick
* Holiday
* Jury Duty
* Bereavement
* Parental Leave
* Military Leave

**COVID-19 Considerations**

* 7Strategy Group has established a Telework policy in which all employees of 7Strategy Group work remote. As the COVID evolves the Telework Policy will be modified as required.*​*