



Attention College CIT students! **We have a wonderful job opportunity available with Hewlett Packard Enterprise, right here on Fort Knox and would love the possibility of interviewing you.** I have attached a job description for their Helpdesk Support position and brochure describing Hewlett Packard Enterprise – ITIS Account on Fort Knox.

If you have any additional questions, please feel free to contact me, Tina Furnish tina.furnish@cohns.com. Hewlett Packard (HPE) has wonderful employment opportunities and I hope you will take the time to send me your resume and explore this job opportunity further!

Let me know if you need anything else -

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Staffing & Retention Manager
Hewlett Packard Enterprise
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**Help Desk Support Service Specialist – INT
Customer Service Rep III**

Help Desk Support Service Specialist – Intermediate

All work must be completed on-site at Ft. Knox. The position requires the candidate to perform work on-site in a 24 x 7 environment. As a member of the helpdesk team, candidate will be responsible for responding to and diagnosing problems through discussions with remote users at Ft. Knox and other facilities. This may include problem recognition, account/password resets, and website familiarization training to the users.

Minimum Qualifications:

- Minimum two years of technical experience in an enterprise helpdesk or desktop support role
- Prior Army or Army Recruiting experience is a plus
- Knowledge of ISO/ITIL processes and documentation standards a must
- Possess a SECRET clearance or have the ability to get one. Must have an interim SECRET to begin work on the contract.
- Must be able to obtain the Security+ certification and provide proof that the candidate is enrolled into the CompTIA Continuing Education program before start



- Must sign privileged level access agreement.

Skills/Abilities:

- People skills, team player, strong written and verbal communications skills, ability to troubleshoot problems quickly, work as both a team and/or as a self-directed individual, client-facing experience, self-disciplined and ability to multi-task.
- Knowledge of and experience troubleshooting Windows 7
- Basic Hardware and software troubleshooting
- Ability to train other team members on the applications, proper procedures, problem isolation
- Must be knowledgeable with the concepts and policy controls of Active Directory
- Knowledge of and experience with printer mapping, LAN/WAN network configuration and troubleshooting, VPN client connectivity.
- Ability to develop instructions in a logical, detailed flow.
- Must be able to work any shifts – 24x7

WORK LOCATION: FT. KNOX, KY

PERIOD OF PERFORMANCE: August 2016 – August 2017