IT Specialist

Fort Belvoir, Fairfax, VA

Regular Full-Time Position

Requisition: R3E627

Complete Professional Services (CPS) is searching for an **IT Specialist** to support to the Defense Health Agency with an ongoing and coordinated Desktop to Data Center (D2D) effort to integrate and deliver IT infrastructure services. This effort enables the medical mission to be achieved through a platform that allows providers to access systems, move seamlessly, and exchange health information and medical records securely across the enterprise and with trusted partners. Qualified applicants must be detail-oriented, result-driven individuals who work well within team environments and have good interpersonal skills, as well as good client interaction skills.

Roles and Responsibilities:

- Work with on-site or off-site MHS GENESIS subject matter experts to resolve user and performance related issues.
- Troubleshoot EHR performance systems and coordinates solutions with MHS GENESIS team.
- Manage the installation, testing, monitoring, operating, and troubleshooting of client hardware and software on Windows platforms.
- Install, configure, upgrade, sets up, and troubleshoots all hardware and software components, ensuring compatibility with existing systems and other system interfaces, and testing for system malfunctions.
- Install, upgrades, configures, and tests off-the-shelf, locally developed, and agency provided computer software.
- Meets Risk Management Framework (RMF) for DOD Information Technology (IT) Support as detailed in DoD Instruction 8510.01, Risk Management Framework (RMF) for DoD Information Technology (IT).
- Ensures that all applicable DOD policies and security practices are implemented and maintained throughout the infrastructure for workstations and printers such as Security Technical Implementation Guides (STIGs) to the workstations within specified timeframes driven by Defense Information Systems Agency (DISA) and US Cyber Command.

- Serves as point of contact for resolving customer questions or problems concerning Information Technology (IT) automation systems, software and/or hardware problems, password violations, and telecommunication troubles and work orders.
- Manages Active Directory account creation assigning security privileges and maintaining appropriate Role-Based Access Control (RBAC) for privileged and non-privileged accounts.
- Maintains awareness of current trends in information technology and performs varied research and periodical searches to identify current trends in information systems, hardware, software, and training.

Requirements:
- Minimum one year Experience as an IT Specialist

Education Requirements:
- High School Diploma

Certifications Requirements:
- Microsoft Certified Solutions Expert (MCSE)

Clearance Requirements:
- Public Trust (NACLC)