

# Support Desk Technician

Leavenworth, KS

## Description

Fontaine Consulting is a proud Service-Disabled Veteran-Owned Small Business (SDVOSB). We deliver Higher Value through customer-centric solutions that drive innovation and adapt to evolving mission requirements.

Fontaine Consulting is seeking 1 Support Desk Technicians at CGSC (United States Army Command and General Staff College), Fort Leavenworth, KS. The candidate **must be able to obtain T1 Level access** to a military installation.

- The candidate will be responsible for a number of tasks that support the overall Army Lifelong Learning Environment (ALLE)/Blackboard.com system at CGSC including monitoring the phone, the email, and the new Blackboard Collaborate Virtual Room that is broadcast on the Blackboard Learn Home Page for all users.
- Responding to trouble calls, evaluate and analyze compatibility with supported computer configurations, and provide and implement solutions to reported and discerned problems.
- Updating work-order log with the corresponding issue. For all issues, the support desk technician will, within 10 minutes, either resolve it or refer the issue to the appropriate technician for additional help. For Tier 2 support, the Support Desk Technicians will escalate tickets to an SME, Blackboard Trainer, or Application Developer as needed for more complex issues or issues outside current guidance from the government.
- Reporting any unresolved issues within one business day to the COR.

## Requirements

### Desired Qualifications/Skills

General knowledge of computer and software fundamentals and good communicative skills, both oral and written. Strong working knowledge of Blackboard.com applications.

Please email your resume to Sara Pennington at:

[sara@fontaineconsulting.net](mailto:sara@fontaineconsulting.net)