



# National Association of State Workforce Agencies (NASWA) Position Description

## Service Desk Lead Engineer

### **Background on NASWA**

The National Association of State Workforce Agencies (NASWA) is the national organization representing all 50 state workforce agencies, D.C. and U.S. territories. These agencies deliver training, employment, career, and business services, in addition to administering the unemployment insurance (UI), veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.

### **Background on CESER**

The Center for Employment Security Education and Research (CESER) is the leading education, research and information technology center focused on workforce development and unemployment insurance issues offering services to a diverse group of stakeholders, most notably state workforce agencies and their federal partners.

### **Position Overview**

The **Service Desk Lead Engineer** is responsible for ensuring an outstanding level of customer service by providing direct IT support to end-users.

Under direction of the Director of Internal Information Systems, **providing the highest level of customer service**, the Service Desk Lead Engineer is responsible for the day-to-day end user support, projects, and ticket workflow of the IT Service Desk.

Responds to telephone calls, email and personnel requests for technology-related support. Documents, tracks, and monitors the problem to ensure a timely resolution.

This position will also be responsible for performing basic LAN/WAN maintenance, backup operations, anti-virus management, patch management, website content, and Active Directory Management including distribution groups, security groups and user accounts.

This position will require the candidate to complete and pass a background check.



## **Roles and Responsibilities**

- Provide technical assistance all NASWA staff
- Diagnose and/or resolve technical, hardware, website, and software related issues
- Escalate incidents and requests appropriately and document resolutions
- Work service tickets and assist with other team members where needed
- Identify and escalate situations requiring urgent attention to senior IT staff
- Assist with onboarding/offboarding IT responsibilities
- Assist Website and Communications Team with the management of publishing content and web design (removal or editing of data, news, meetings, resources, and videos)
- Maintain Hardware and Software Catalog
- Oversee Asset Management, including hardware and software licensing
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Install, test and configure new workstations, peripheral equipment and software
- Maintain the company's Active Directory – user management, GPOs, permissions
- Provide Incident and Problem Management as needed
- Provide technical insight for vendor relations, calls, and meetings
- Be part of the continuous improvement team and help mold the path for the service desk going forward
- Assist with the mentoring of the service desk and technician team
- Be technical eyes and ears for the Director of Internal Information Systems
- Promote a proactive support environment
- Establish a world class customer service perception of the Service Desk
- Other duties as required

## **Competencies and Skills Required**

- Working knowledge of incident ticketing systems
- ITIL knowledge
- Expert oral and written communication abilities
- Expert writing, editing and /or reviewing abilities
- Certificate in Customer Service desired
- CompTIA A+ certification, Network + desired
- Microsoft and Cisco certifications desired

## **Relevant Experience Required**

- 4 years of experience in Service Desk environment
- 4 years of customer service experience

## **Education**

**Required:** High School / GED diploma



**Preferred:** Associate's in relevant field (or higher)

**Job Details**

Location: The position may be a remote/telework position, OR based in our Washington, D.C., location

Reports to: Director of Internal Information Systems

Direct Reports: none

Position Type: Full Time

Salary Range: \$80,000-\$95,000

Benefits: NASWA offers competitive benefits including a generous health care package, 401(k), telecommuting, tuition reimbursement and other great options

Travel

Requirements: Frequent travel to DC (if not based in DC) and various states, and to NASWA meetings, is anticipated and required when travel restrictions have eased.

How to Apply: Send a resume and cover letter to [HR@naswa.org](mailto:HR@naswa.org). The deadline for submission is January 8, 2021.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

NASWA is an equal opportunity employer. NASWA does not unlawfully discriminate on the basis of race, color, religion, national origin, sex, age, marital status, military status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, genetic information, disability, matriculation, political affiliation or any other characteristic protected by federal or District of Columbia law. Our non-discrimination policy applies to all facets of employment, including recruiting, hiring, employment, promotion, demotion, dismissal, compensation, and training opportunities.