

Technical Assistance Center (TAC) – TAC Agent - Physical Security

The position of Helpdesk Agent - Physical Security shall provide level 1 support for the Physical Security Project (PSP). This project will exist in over 100 locations from coast to coast including Hawaii, Alaska and Puerto Rico. This role will be a part of a team of 5, including the team lead and will be responsible for troubleshooting access control and video surveillance solutions to include networking for all devices in the PSP environment. Note that this is not a Cybersecurity position. The TAC Agent will provide technical and physical support for high security areas, security equipment, and security systems. Duties involve the installation, use, and maintenance of security equipment, from metal detectors to electronic surveillance.

Responsibilities

- Participate in a call queue that will be active from 8am - 8pm EST
- Provide support via email during normal business hours
- Troubleshoot and diagnose network issues including physical cabling, networking components, switching / wireless issues, server issues, etc.
- Document all issues, troubleshooting steps, and results to the point of resolving an issue or to escalate to the next level

Position Requirements

An understanding of a basic networking skills (switching and routing)

- Experience Microsoft Word, Microsoft Outlook
- Experience working in a ticketing system
- Analytical, organizational and interpersonal skills
- Good oral and written communication skills
- Excellent customer skills. Demonstrated ability to interact with non-technical end users over the phone and in person and to resolve end user problem with a high level of customer satisfaction
- Must be proficient in English and be able to communicate effectively with all levels of users in the organization including executives
- Excellent interpersonal skills and a commitment to furthering the goals of the organization
- Must be a self-starter that can manage multiple priorities and deliver on commitments every time
- High School Diploma / GED, College degree preferred. Current Manufacturer Certifications a plus.

(Must have 3 of the following)

- Networking Experience (Meraki and Cisco)
- Access Control Installation
- Access Control Administration/Management
- Video Surveillance Installation
- Video Surveillance Administration/Management
- VOIP
- Network Cabling/Termination



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We are looking only for candidates willing to join us directly as W2 employees (No 3rd party candidates)

Benefits: 3 weeks paid Personal Time Off (PTO), 10 paid holidays, health benefits (medical/dental/vision -75% paid for employee), matching 401k, tuition assistance, unlimited on-line training.

Send all resumes to: info@obverse.net