

**Favor TechConsulting, LLC (FTC)** is seeking talented IT Field Support Technicians with extensive Department of Veterans Affairs (VA) experience.

**Essential Job Functions & Responsibilities**

- Serve as a liaison between customers and managers at the VA
- Provide customer support during field visits or dispatches from the VA
- Diagnose errors or technical problems and determine proper solutions
- Produce timely and detailed VA service reports
- Document processes from identification of a problem until when it is solved
- Cooperate with technical team and share information across the organization
- Understand customer requirements and make appropriate recommendations/briefings
- Build positive report with customers

**Required Minimum Qualification**

- Bachelor's Degree in related field
- 2-5 years of customer service experience
- Ability to troubleshoot problems effectively and efficiently
- Excellent verbal and written communication skills

In addition, U.S Citizenship is required. Applicants selected will be subject to a government security investigation and must meet eligibility requirements for access to classified information and be able to obtain a government-granted security clearance. Individuals may also be subject to a background investigation including, but not limited to criminal history, employment and education verification, drug testing, and creditworthiness.

Favor TechConsulting is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, marital status, disability, veteran status, sexual orientation, or genetic information.