



Favor TechConsulting, LLC (FTC) is seeking talented Tier 2 Technicians with extensive Department of Veterans Affairs (VA) experience.

Essential Job Functions & Responsibilities

- Administer Technical Projects related to the setup, maintenance, and support of the VA
- Provide technical (Help Desk) support to learning management systems users
- Provide remote troubleshooting solutions for computer or operating system issues that affect VA course delivery
- Work closely with other departments for collaborating IT projects
- Train other staff and stakeholders on technical issues as needed
- Provide technical support to web conferencing system users
- Provide remote troubleshooting solutions for computer or operating system issues that affect course delivery
- Light design and programming work related to file transfers or automated scripting
- Analyze complex computer systems, identify problems, and develop and implement logical conclusions and effective solutions
- Develop and recommend cost effective technical system improvements
- Other duties outlined by the Director of Information and Technology or Technical Support Supervisor

Required Minimum Qualification

- Bachelor's Degree in related field
- 2-5 years of technical 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.