



NOVA CORPORATION

NOVA Corporation is 100% tribally owned by the Navajo Nation. Recognized by the Small Business Administration (SBA), we are certified as a Tribally Owned 8(a) Small Disadvantaged Business.

NOVA Corporation is dedicated to providing outstanding services to its customers and employees. Our strength is in our ability to understand our client's needs and deliver a solution that will not only meet those needs but exceed their expectations.

NOVA Corporation strives to be innovative in all areas of business and is committed to technical excellence. Our corporate offices are located on the Navajo Nation reservation in Window Rock, Arizona; Chambersburg, Pennsylvania; Albuquerque, New Mexico; and Columbia, Maryland.

NOVA Corporation provides unique, custom solutions to meet our customers' communications needs. Our solutions provide communication capabilities using modern technology. At their most complex, they are multi-purpose systems that gather information from dozens of different sources. The information is presented to decision makers immediately, visually, clearly.

Desktop Support Technician

Experience: Minimum 3 years equivalent work related experience; excellent technical knowledge of PC desktop hardware, operating systems, and software; strong written and oral communication skills; self motivated and directed; experience working in a team-oriented, collaborative environment, **strong customer-service orientation; high degree of professionalism and integrity;** flexibility to work overtime.

Position Summary: Responsible for performing on-site and remote analysis, diagnosis, and resolution of complex desktop problems for end-users; recommending and implementing corrective solutions; installing, configuring, testing, maintaining, monitoring, and troubleshooting end-user workstations and related hardware and software in order to deliver required desktop service levels; collaborating with system administrators to ensure efficient operation of the company's desktop computing environment; receiving and responding to incoming support requests in a timely manner; following set procedures for logging, reporting, and statistically monitoring desktop operations; maintaining inventory tracking database of all computers, software, and peripherals; diagnosing problems with software configurations and LAN connectivity issues including cable patching; Performing data recovery on failed hard drive; educating clients on data loss prevention; providing training and support to traveling clients specifically VPN/dial-in training and support; new user setup/mentoring for transfer and new-hire employees.

Clearance Required: Top Secret/ SCI

Minimum Education / Certifications / Training: Bachelor's Degree in any discipline or equivalent relevant experience.

NOVA Corporation is an equal opportunity employer provided this position is subject to the Navajo Preference in Employment Act.