



**e-MANAGEMENT**  
e-Government Solutions. Delivered.

## **Sr. Technical Support Specialist**

Location: Cincinnati, OH

e-Management, an award-winning information technology (IT) solutions firm, is quickly emerging as a leader in leveraging IT capital to help government organizations. Through our services, we help agencies mitigate risk by planning, engineering, developing, or securing mission IT systems.

With over a decade of service to our government, e-Management brings a rare level of expertise, tools, and processes to ensure your organization's success.

### **POSITION SUMMARY:**

The Sr. Technical Support Specialist will provide support for the design and development of information technology systems, analysis support for the development of requirements, and will develop designs to support functional requirements. The successful candidate will also provide support for the operation of desktop computers and typical business applications (i.e., Microsoft Office); conducting studies, product purchases, maintenance activities, equipment setup, testing, and help desk support; and scheduling, research, project tracking, and documentation. This position provides the candidate the opportunity to develop technical skills. The ideal candidate would have experience in or interest in IT experience and desire to learn more about IT security.

### **QUALIFICATIONS:**

**Education:** High School Diploma + 5 yrs experience in IT field OR Bachelor's degree in Computer Science or related field preferred

**Experience:**

- Experience in Windows desktop operating systems (i.e., Microsoft Windows XP/Vista/7)
- Experience in working with end users
- Experience or education in IT Security is a plus

**Skills:**

- Quality written and oral communication skills

### **RESUME SUBMISSION INSTRUCTIONS**

To apply, please email your resume and cover letter which includes your salary requirements to: [careers@e-mcinc.com](mailto:careers@e-mcinc.com)



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## **PHYSICAL REQUIREMENTS**

While performing the duties of this job, the employee is regularly required to talk, hear, and use hands to finger, handle or feel objects, tools, or controls. The employee is occasionally required to reach with hands and arms. Specific vision abilities required by this job include close vision. The employee must occasionally lift or move up to 25 pounds.

## **POSITION SPECIFICATIONS**

Position Grade: 10  
EEO Job Group: 02 - Professionals  
FLSA Status: Exempt  
Department: DOE EM Task 4.5

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## **E-MANAGEMENT CULTURE**

With our Headquarters located in Silver Spring, Maryland, e-Management employs some of the most creative and expert minds in the information technology community. We come from a wide range of cultural, educational, and geographic backgrounds bringing with us different points of view that together, lead to highly developed and forward-looking solutions for e-Management and our clients.

Our benefits include competitive pay, immediate healthcare coverage, commuter allowance, generous paid time off and holidays, life & income protection and 401(k).

e-Management participates in e-Verify.

e-Management is an Equal Opportunity/Affirmative Action Employer M/F/D/V.