

Technical Support Specialist

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The Tier 2 Helpdesk Technical Support Specialist provides intermediate-level support for FuelsAutomation solutions, including IoT devices and enterprise systems supporting DLA Energy fuels management, ensuring operational availability by resolving escalated issues from Tier 1, performing in-depth troubleshooting, and supporting system sustainment. Operating as the second level in a three-tier support model, Tier 2 addresses cases requiring deeper technical expertise after Tier 1 handles initial responses through phone or email. All work is recorded in ServiceNow (SNOW) and contributes to Government oversight through dashboards and weekly reporting.

Duties and Responsibilities

- Provide Tier 2 support for FuelsAutomation solutions, resolving issues escalated from Tier 1.
- Deliver customer support with applied knowledge of applications, infrastructure, business practices, and data flows.
- Troubleshoot hardware, software, and connectivity issues using diagnostic tools and established procedures.
- Record and update all technical support activities in ServiceNow (SNOW); maintain accurate ticket details such as submission time, priority, assignment, and status.
- Monitor incoming SNOW cases daily and provide timely updates through resolution.
- Support reporting requirements by contributing to ticket summaries, open/resolved logs, and service-level performance data used in the DLA SNOW dashboard.
- Validate solutions, test fixes, and perform post-resolution follow-ups to ensure issues are fully resolved.
- Escalate unresolved or complex issues to Tier 3 support as required.
- Assist with production incident resolution, including transaction rejects and processing errors, while coordinating with DLA Energy Business Units to clear accounts, eliminate unreconciled backlogs, and support accurate reconciliation into EBS.

Required Skills and Experience

- 2+ years in a Tier 2 technical support or related role.
- Proficiency in troubleshooting software, hardware, and network issues in an enterprise environment.
- Experience with ServiceNow (SNOW) or other ITSM platforms; ability to maintain tickets and support SLA reporting.
- Familiarity with IoT devices, base-level accounting processes, and enterprise integration.
- Strong communication, documentation, and problem-solving skills.
- Ability to work independently and escalate appropriately when issues exceed Tier 2 scope.
- **Must work on-site in Coggins HQ, Alexandria, VA.**