User Support Specialist

Concept Plus is a mission-focused technology solutions provider that transforms IT concepts into impactful solutions for federal agencies. Headquartered in Fairfax, VA, we bring the agility, responsiveness, and customer intimacy of a small business combined with the quality and infrastructure of a larger firm.

Recognized as an award-winning Oracle partner, we have delivered innovative solutions across Defense, Intelligence, Civilian, Health IT, and Tribal sectors. Our highly certified experts build systems that drive efficiency, accelerate modernization, and ensure mission outcomes with certainty.

We offer competitive pay, comprehensive health, dental, and vision insurance, paid life insurance, paid time off, 11 paid holidays, performance bonuses, tuition reimbursement, unlimited training, and the opportunity to thrive in a collaborative, flexible, and innovative environment.

For more information, visit www.conceptplus.com.

About the role

Concept Plus is seeking a User Support Specialist to provide Tier 1 and 2 user support and escalate Tier 3 issues for the Scrum team supporting the KDSS platform. Run calls for status updates.

What you'll do

- Work as part of a Scrum team. · Provide Tier 1 and Tier 2 user support, escalating Tier 3 issues to the Scrum team for resolution; engage functional SMEs to help resolve user issues.
- Act as the first point of contact for user questions and issues, receiving support and guidance from the Functional Lead.
- Support system testing during downtime and provide technical writing support as needed.
- Support testing and documentation activities during downtime from resolving helpdesk inquiries

Required Qualifications

- US Citizen
- Knowledge and experience in Agile methodologies.
- Experienced using Atlassian tools, including Jira and Jira Service Management (JSM).
- Proficient in MS Office Suite (Word, Excel, Outlook, Teams, Project).
- 2+ years of Help Desk Support experience.
- Ability to communicate effectively, both orally and in writing

Preferred Qualifications

- Active security clearance.

- Prior DoW/USAF experience

Concept Plus is an Equal Opportunity Employer. As such, we will give your application full consideration without regard to your race, color, religion, sex, age, national origin, disability, veteran status, sexual orientation, gender identity, or any other classification protected by federal, state, or local law.