
Alabama Supercomputer Authority

ASA



Position: Helpdesk Technician

Reports to: Director of Technical Services

Location: Huntsville, Al

Please send all resumes to personnel@asc.edu

Third Shift

Open until filled

General Description

The **Alabama Supercomputer Authority (ASA)** advances technology and educational innovation across Alabama by providing high-performance computing (HPC), statewide network services, cybersecurity, and technology support. The ASA Help Desk and Network Operations Center operate 24x7x365, serving educational institutions, state agencies, and other stakeholders with mission-critical infrastructure and technical support services.

The **NOC Help Desk Technician** serves as the first point of contact for internal and external clients reporting Internet, network, connectivity, hosting, server, application, PC, printer, and other service issues. This role provides frontline support, monitors alerts and events, documents incidents, diagnoses and resolves basic incidents, and escalates problems to senior technical teams as appropriate. The position requires strong customer service skills, basic networking knowledge, and comfort operating in a fast-paced, 24x7 support environment.

Responsibilities

- Respond promptly to help desk inquiries via phone, email, or ticketing system.
- Provide initial technical support and troubleshooting for Internet, network connectivity, service interruptions, and applications.
- Diagnose and resolve basic to intermediate network issues, including IP addressing, equipment resets, and DNS problems.
- Gather accurate issue details, attempt resolution when appropriate, and escalate complex incidents in accordance with ASA's helpdesk standard operating procedures.
- Communicate clearly with clients regarding incident status, expected resolution timelines, and workarounds.
- Monitor network alerts, events, and service dashboards to identify performance degradation or outages.
- Accurately log all service issues, resolutions, and client contacts into the IT service management system with detailed documentation.
- Escalate with O&I, engineers, and transport providers when necessary to resolve service issues.
- Monitor building facility systems and report issues to facilities department.

Minimum Requirements

- High School Diploma or GED; Associate degree in IT, Computer Science, or related field preferred.
- Prior experience in customer support, help desk, or technical support role, NOC or network support experience a plus.
- Familiarity with network/system monitoring tools and ticketing platforms.
- Strong communication skills, both verbal and written