The Alaka`ina Foundation Family of Companies (FOCs) is comprised of industry-recognized government service firms designated as Native Hawaiian Organization (NHO)-owned and 8(a) certified businesses. The Family of Companies (FOCs) includes Ke`aki Technologies, Laulima Government Solutions, and Kūpono Government Services. Alaka`ina Foundation activities under the 501(c)3 principally benefit the youth of Hawaii through charitable efforts which includes providing innovative educational programs that combine leadership, science & technology, and environmental stewardship.

Roles and Responsibilities
Kūpono Government Services is looking for a PC Support Technician to assist the DOE National Training Center (NTC) with its mission at Kirtland Air Force Base (KAFB). The NTC consists of three training facilities: the Main Campus, the Live Fire Range (LFR), and the Integrated Safety and Security Training and Evaluation Complex (ISSTEC). These facilities provide training classrooms, armories, weapons live fire ranges, and simulated facilities for instructor-led classes, blended learning, and performance-based learning.

Duties include:
- Responsible for helpdesk activities such as managing user accounts.
- Resolves technical problems in a helpdesk environment.
- Uses expertise in customer service and technical knowledge to resolve issues surrounding installation, usage, and training on software and hardware products.
- Assists with classroom support and helpdesk projects as they arise.

Education and Qualifications
Applicant must have at least 2 years of experience in a helpdesk environment
High School Diploma
Preferred Skills
Previous experience working with the Department of Energy (DOE)
Experience Managing a Help Desk in a Federal/DOE setting
Experience Managing a Help Desk in an education setting

How to Apply
https://chp.tbe.taleo.net/chp04/ats/careers/v2/viewRequisition?org=AKIMEKATECH&cws=43&rid=5518