

Position Summary

Avum is seeking a Service Desk Support Engineer to provide Tier 3 technical support for our ePS government application. This role investigates complex application and data issues, develops support utilities, and works closely with development teams to resolve escalated tickets. The ideal candidate brings strong troubleshooting skills, Appian platform knowledge, and a commitment to providing timely, reliable support.

Key Responsibilities

- Investigate and resolve escalated Tier 3 service desk tickets, ensuring accurate solutions and timely communication.
- Troubleshoot complex application and data issues within ePS and its supporting Appian environment.
- Develop and maintain utilities and scripts that improve troubleshooting, ticket resolution, and support efficiency.
- Collaborate with development teams to identify root causes, escalate defects, and implement lasting solutions.
- Manage assigned ticket queues, prioritize issues based on impact and urgency, and coordinate workloads with the support team.
- Create and maintain knowledge articles, troubleshooting procedures, and user guides.
- Perform authorized support activities using elevated system access in accordance with established security and access control procedures.
- Participate in team meetings and recommend improvements to support processes and application performance.

Compensation

The salary range for this position is \$70,000 – \$85,000 annually, with a target midpoint of \$82,000. Actual compensation will be determined based on experience, qualifications, certifications, and geographic location. Avum offers a comprehensive benefits package including medical (Cigna), dental and vision (Principal), 401(k), PTO, education reimbursement, and certification reimbursement.

Work Environment & Requirements

- Hybrid/remote work environment with potential on-site requirements based on contract needs
- U.S. citizenship required
- Security clearance: Active Secret clearance required or ability to obtain
- Background check required

Equal Employment Opportunity

Avum, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other protected class under federal, state, or local law. Avum is committed to compliance with Section 503 of the Rehabilitation Act and VEVRAA, and maintains an active Affirmative Action Plan.

Required Qualifications

- Bachelor's degree in information technology, computer science, or a related field, or equivalent practical experience.
- At least one year of experience in technical support or service desk operations.
- Foundational knowledge of the Appian platform.
- Appian certification.
- Experience using ticketing systems such as Helix, Jira, or ServiceNow.
- Strong troubleshooting, communication, and documentation skills.
- U.S. citizenship.
- Active Secret security clearance.
- Meet Tier 3 (T3) background investigation requirements for the position.
- Ability to obtain and maintain authorization for elevated or privileged system access.

Preferred Qualifications

- Experience developing or supporting Appian applications.
- Experience writing SQL queries to investigate and resolve data issues.
- CompTIA A+ certification or a comparable technical support certification.
- ITIL Foundation certification.