AVUM Service Desk Support Engineer

Position Summary

Avum is seeking Service Desk Support Engineers at junior, intermediate, and senior levels to provide Tier 3 support for government applications and their supporting Appian environment. These roles troubleshoot escalated application, data, access, and workflow issues and work closely with developers and other technical teams to resolve problems.

Responsibilities and level of independence will vary based on experience. Junior team members will work with guidance from experienced engineers, while intermediate and senior team members will handle increasingly complex issues independently. Senior team members may also lead troubleshooting efforts, mentor support staff, and recommend process improvements.

Position level and compensation will be determined based on the candidate's skills, experience, qualifications, certifications, and assigned responsibilities.

Key Responsibilities

- Investigate and troubleshoot escalated application, data, access, and workflow issues, with guidance or independently based on experience level.
- Support and maintain applications built on the Appian platform.
- Review application logs, error messages, system behavior, and related information to identify the causes of issues.
- Perform approved troubleshooting and maintenance activities using elevated system access.
- Coordinate with developers, infrastructure teams, security teams, and other stakeholders to resolve issues and escalate problems as needed.
- Communicate with users to understand concerns, provide status updates, and confirm resolution.
- Prioritize daily workload and manage assigned tickets according to established support procedures.
- Document issue details, troubleshooting steps, findings, and resolutions in the ticketing system.
- Assist with testing and validating application fixes, updates, and releases.
- Develop and maintain troubleshooting guides, support procedures, and knowledge base articles.
- Identify recurring issues and recommend improvements to support processes.

- Follow security and access control procedures when accessing systems and handling sensitive information.
- Depending on experience level, additional responsibilities may include leading complex investigations, coordinating troubleshooting across technical teams, providing technical guidance to less experienced staff, and communicating issue impact and resolution details to leadership.

Experience Level Expectations

- Junior: Foundational technical and Appian experience, with the ability to investigate issues, follow established procedures, and support troubleshooting with guidance.
- Intermediate: Experience independently investigating and resolving escalated application issues, coordinating with technical teams, and managing assigned work with limited guidance.
- Senior: Advanced experience resolving complex Tier 3 application issues, identifying root causes, coordinating investigations across technical teams, and providing technical guidance to other support staff.

Compensation

Actual compensation and position level will be determined based on experience, qualifications, certifications, geographic location, and the responsibilities of the assigned role.

Avum offers a comprehensive benefits package including medical (Cigna), dental and vision (Principal), 401(k), PTO, education reimbursement, and certification reimbursement.

Work Environment & Requirements

- Remote work environment
- U.S. citizenship and active Secret security clearance required.
- Must satisfy applicable background investigation and system access requirements.

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

- Experience providing technical support, application support, or help desk support.
- Experience developing, supporting, or troubleshooting applications on the Appian platform, with depth of experience appropriate to the position level.
- Experience using an IT service management ticketing system, such as BMC Helix or ServiceNow, and following established ticket management procedures.
- Ability to troubleshoot technical issues and clearly document findings and resolutions.
- Strong customer service skills, including active listening, empathy, and the ability to remain composed under pressure.
- Clear written and verbal communication skills and the ability to collaborate with users and technical teams.
- CompTIA Security+ certification.
- Appian Developer certification.
- Applicable operational environment certification or certifications.

Preferred Qualifications

- Experience supporting government or DoD applications or working in a DoD environment.
- Experience troubleshooting application integrations, data issues, and complex workflows.
- Foundational programming knowledge gained through coursework or practical experience.
- Experience supporting application releases, incident management, or support process improvements.
- Experience mentoring or assisting less experienced technical support staff.
- Familiarity with ITIL practices or experience working in an ITIL environment.