



LINCHPIN
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SMART-T/SATCOM Helpdesk Technician

Linchipin Solutions, Inc – Aberdeen Proving Grounds, MD

Job Summary

The best candidates will have most of the below qualifications. We are willing to train you if you do not have all of the below skills but must have a SECRET Security clearance and preference will be given to SMART-T Operators or Maintainers. Help Desk experience and/or former military service as a SATCOM operator or maintainer is a PLUS! Must have active Secret Clearance or higher.

The applicant shall perform the following task:

- Skilled in Satellite Communications (SATCOM) fundamentals, earth station equipment, and associated terrestrial systems.
- Experienced in the implementation and delivery of DISN services (VoIP, VoSIP, VTC, JWICS, NIPR, SIPR) through SATCOM Gateways.
- Advanced IP/Networking experience including routers and switches, subnets, routing protocols (OSPF, BGP, RIP), VLANs, ACLs, and multicasting.
- Expert knowledge of voice over Internet Protocol (VoIP) gateways, call managers, performance enhancing proxies (PEP), and telephony systems.
- Knowledge of implementing hybrid networks---terrestrial, satellite and fiber.
- Ability to manage IP over SATCOM networks using MDR/XDR, iDirect, Linkway, LinkStar, or equivalent MF-TDMA hubs.
- Knowledge of RF theory, characteristics, advantages, and disadvantages associated with the myriad SATCOM bands (L, C, X, Ku, and Ka).
- Familiarity with the operation and maintenance of tactical and strategic MILSATCOM terminals.
- Familiarity with the operation and maintenance of MILSATCOM earth terminal equipment (up/down converters, modems, high power amplifiers).
- Familiarity with the operation and maintenance of MILSATCOM baseband equipment (EBEM, Promina, MIDAS, Convergence routers, IA Tools.).
- Familiarity with the operation of MILSATCOM encryption devices (KG-250, KG-250x, KIV-7HS, KIV-7M, KG-94, KG-175).
- Knowledge of information technology and knowledge and experience with commercial and tactical military satellite technology architectures, standards, system, hardware and software.
- Knowledge and experience in provision and service of IP-based satellite and terrestrial data and video for full-time and occasional use networks.
- Familiarity with the seven layers of the OSI Model, IPv6, and interest and skill in adapting emerging platforms and new technologies.
- Knowledge of DoD Communications Security (COMSEC) procedures.
- Familiarity with DoD trouble ticketing systems (GTMS/Remedy), troubleshooting methodologies, and service desk operations.
- Proficient in Microsoft Office Suite software and advanced Windows Operating System experience.
- Firewall management experience.



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Build your career with us!

Linchipin Solutions' professional services organization is committed to delivering qualified candidates that meet or exceed clients' technical and management expectations. Our growth means exciting career opportunities for talented professionals in IT, engineering, software development, logistics, project management and other key areas. We provide personnel that become valuable assets to the organizations they serve and contribute to the overall skill diversity and strength of the Linchipin Team.

Career choices

Linchipin's success comes from the talent and commitment of our professionals. As one team, we share the challenges and rewards that come from growing the company, which reinforces our culture of ownership. All of our professionals' benefit from the value we collectively create.

Benefits

Linchipin Solutions, Inc. offers paid vacation, sick time and holidays, a 401K plan with matching, health, dental, vision, and long-term disability insurance along with flexible spending accounts.