

ENDPOINT SPECIALIST

APPLICATION DEADLINE IS THURSDAY, OCTOBER 10, 2024 AT 11:59PM

Division: Information Technology
Reports to: Endpoint Manager
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: L
Monthly Salary Range Minimum: \$4,517
FLSA Classification: Non-exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Provides installation and technical support for software, hardware, and remote networks and initial response and resolution for help-desk calls in the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Provides technical support to the organization's local and remote offices on the use of hardware, software, and network resources.
- Provides first-level response to phone calls and e-mails placed with the Information Technology (IT) Help Desk line; routes problems to other members of the division when appropriate; logs all help desk interactions appropriately; identifies and escalates situations requiring urgent attention.
- Cleans, modifies, and repairs computer hardware including laptops, tablets, monitors, and printers.
- Under the guidance of the Endpoint Manager, creates and maintains a standard software image for all agency-issued laptops, updating drivers and software where necessary.
- Installs and upgrades computers, printers, and other miscellaneous hardware that connects to the organization network.
- Installs and upgrades software on user machines as required, recording procedures and other information where pertinent for custom built or enterprise-level software under the guidance of the Endpoint Manager.
- Assists with supporting and maintaining all agency mobile devices such as tablets and smartphones.
- Prepares instructional manuals and guidelines for using computers, printers, and other agency technologies, both hardware and software.
- May research new applications and software that are requested for compatibility with THDA software and hardware.
- Assists Endpoint Manager in maintaining inventory of all technology equipment and software at all organization locations.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- Graduation from an accredited two-year college or technical institute with a major in data processing, computer science, or other related field.
- Three years IT helpdesk experience in a multi-network environment.
- A+ certification is a plus.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Computer literate; knowledge of Microsoft Windows Client Operating Systems, Microsoft Windows based networks; working knowledge of desktop and laptop hardware; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.
- Installation experience with multiple software packages.
- Excellent troubleshooting and analytical skills.
- Builds and maintains positive relationships with internal and external constituents.
- Exceptional customer service skills, including the ability to work with both management and non-management employees and to assist customers over the telephone.
- Excellent telephone etiquette.
- Excellent verbal and written communication skills.
- Strong organizational and time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely with a high level of detail.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and the ability to drive.
- Occasional day or overnight in-state travel, up to 30% of the time.
- Ability to hear and speak on a telephone.
- Ability to lift heavy equipment up to 50 pounds and occasionally in excess of 50 pounds.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION

PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS

BENEFITS: THDA offers an excellent benefits package including medical, dental, vision, and life insurance options; disability insurance; retirement plans; flexible benefit pre-tax accounts for medical, dependent care, transportation, and parking; annual leave and sick leave that begin accruing after the first month of employment; and 11 paid holidays per year.