



SENIOR ENDPOINT SPECIALIST

APPLICATION DEADLINE IS WEDNESDAY, MARCH 20, 2024 AT 11:59PM

Division: Information Technology
Reports to: Systems Support Manager
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: M
Monthly Salary Range Minimum: \$4,975
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.

- Monitor support ticket trends to identify potential issues; resolve and suggest measures to be put in place for permanent resolution.
- Serve as a first escalation point for technical queries among the Endpoint Specialists and engage in hands on customer facing IT Support when workloads are high.
- Take ownership of complex cases and work with other IT teams to identify and resolve issues.
- 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.
- 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.
- Assists with administering and maintaining the organization's applications by understanding the rationale behind changes and how they impact the enterprise and/or applications across the technical ecosystem.
- Understands the range of testing techniques available well enough to select the most effective test procedures for solving complex technical problems.
- Maintains a thorough understanding of the agency's technical domain including both hardware architecture and software systems and implementation design.

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.
- Four years IT helpdesk experience in a multi-network environment.
- Five years direct experience in maintenance of computer and/or server hardware, desktop and server operating systems, and/or wireless network devices in an enterprise environment, evidenced by substantial full-time increasingly responsible professional information systems duties.
- 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