Senior Support Analyst
Permanent Position – Some Remote Work
Nashville, Tennessee
APPLICATION DEADLINE IS APRIL 24, 2024 AT 11:59PM

Dynamic Information Technology (IT) team on the leading edge of technology has a need for an experienced Senior Support Analyst. Do you thrive in a fast-paced, collaborative team environment? Do you enjoy solving problems using critical thinking skills? Do you want to have challenging work every day where your creativity can be an asset? Then we want to meet you!

You will provide back-up for customer facing IT support, handle special projects and assist system administrators/engineers with solutions on agency wide issues, assist the Endpoint Manager in maintaining an inventory of equipment and software, create and maintain standard software image for laptops, deep dive into technical issues that span the enterprise, as well as perform some project-based work that helps to support the agency.

MINIMUM REQUIREMENTS:
- Graduation from an accredited two-year college or technical institute with a major in data processing, computer science, or other related field.
- Five 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.

STARTING SALARY: $65k - $72k depending on experience

BENEFITS: THDA offers an excellent benefits package: 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 12 paid holidays per year. We also offer work-life balance opportunities through alternative work schedules, flexible schedules, and telecommuting.

To apply, visit our website at www.thda.org and click on the Careers link at the bottom of the page. Note that the online application must be completed, and resume attached for consideration.

THDA is an equal opportunity, equal access, affirmative action employer.