

SUMMARY

The Information Technology (IT) Support Specialist Intermediate is an integral member of the Infrastructure, Application Support, and Security (IAS) Section of the IT Division and is responsible for providing quality support of enterprise systems throughout the day. Working closely with the IT Leads, Managers and other team members, s/he helps to deliver IT services to internal and external customers within the Department. The position is responsible for providing efficient operation of a highly effective customer service framework.

The IT Support Specialist Intermediate is accountable for the day-to-day operations, within one or more of the following groups: Help Desk, Security Administration, or Asset Management. This position requires working closely with other team members to coordinate activities and processes.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Individually contribute to the day-to-day support activities of the Department's IT Service Desk team.
- Record and track all IT Service Disruptions/Unplanned Outages of Department's applications and services. This process includes follow-up with customers and root-cause analysis and tracking.
- Documents all Help Desk calls, within a service management software solution and route or resolve the incident/problem in a timely and efficient manner.
- Creates and maintains procedures and documentation related to troubleshooting issues and outages.
- Maintains communications with customers during the problem resolution process.
- Maintains software and hardware licensing and agreements to ensure agency compliance.
- Manage an IT procurement/purchase lifecycle, which includes gathering quotes, ensuring license quantity/terms and routing for approval.
- Assists customers in the selection of software and hardware, to meet their business needs.
- Manage identity and access management tasks within a solution, for grant/removal/request of requesting users.
- Manage the primary onboarding and off-boarding tasks for users, to ensure efficient timeliness per agency goals.
- Work closely with IT teams, to ensure appropriate customer support, hardware/software procurement, and/or security access is provided to support the daily initiatives and project goals.
- Assists co-workers with various tasks and duties as needed.

SKILLS:

- Coordination skills as they relate to team-based work activities
- Ability to quickly and easily adapt to changing priorities
- Ability to handle multiple tasks and meet deadlines.
- Ability to maintain professional composure in all situations.
- Ability to actively listen to customers regarding technical issues.
- Excellent customer service skills.
- Excellent interpersonal skills with proven ability to communicate technical resolutions of problems to non-technical people.

- Excellent verbal and written communication skills.
- Flexible, collaborative, and team-oriented approach to getting things done.
- Ability to work in a team-oriented environment.
- Ability to react well under pressure, accept responsibility for own actions and follow through on commitments.
- Ability to deal with frequent change, delays or unexpected events.
- Skill in establishing and maintaining effective working relationships
- Record Management Skills
- Inventory Management Skills
- Analytical skills related to IT provisioning and procurement
- Problem solving skills
- Asset Management Skills
- Skill in the preparation of reports related to IT provisioning and procurement
- Skill in the maintenance of purchase orders
- Time management skills

Deliverable

The Department's mission is "To offer temporary economic assistance, work opportunities, and protective services to improve the lives of Tennesseans." The IT Division enables the Department's mission by being trusted advisors and delivering operational excellence. The IAS IT Support Specialist is integral to the ITs role of mission makers.