



End Point Tech Specialist-Intermediate

Please submit resume with official or unofficial college transcript(s) and contact information for three (3) references to HR.Comptroller@cot.tn.gov.

The Comptroller of the Treasury is a constitutional officer elected by a joint vote of both Houses of the General Assembly for a two-year term. State law prescribes the Comptroller's duties, which include the audit of state and local governmental entities and participation in the general financial and administrative management and oversight of state government. The Comptroller also is a member of various committees, boards and authorities of state government. The Comptroller's office was recently named a 2016 Top Workplace by The Tennessean.

We are currently searching for a full-time, End Point Tech Specialist-Intermediate to join our team in Nashville, TN. The position starts at \$44,092 per year. This position is responsible for the deployment and maintenance of workstation computers, operating systems, application software, network file services, mobile devices, and networked end-point devices of average difficulty; and administration of user access rights to computer and network resources. This position requires individuals who have a strong track record of effectively resolving issues with workstations, mobile devices, and other end-point devices, and providing excellent customer service. This position also performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the competency, knowledge, skill, and/or ability required with or without reasonable accommodation.

Education and Experience

Graduation from an accredited college or university with an associate's degree and at least one year of successful workstation administration. Other combinations of education and experience, if evaluated as equivalent, may qualify an applicant for consideration.

Certifications and Licenses

A+ preferred

MAJOR RESPONSIBILITIES:

- Use skills as an experienced professional with a good understanding of industry best practices and agency policies and procedures to resolve a wide range of issues and business needs.
- Install, configure, and support desktop, mobile, and other end-point device hardware and software in accordance with standards and project/operational requirements.
- Activate and deactivate user application and network access in accordance with operational policies and procedures.
- Follow established software and hardware inventory management processes and procedures.
- Maintain appropriate documentation of standards and operating procedures.
- Provide troubleshooting and technical support services, and accurately document problems and resolutions in a timely manner.
- Assist with user experience at workstation level, ensuring users are consistently provided efficient and timely support.

- Conduct appropriate quality assurance processes to ensure accountability.
- Seize process improvement opportunities to streamline workflows and improve accuracy.
- Maintain and continually improve individual contribution to a service-oriented culture that supports customers and leadership.
- Communicate clearly and frequently with leadership, team members and customers.
- Utilize a high degree of tact and diplomacy in all interactions.
- Continually assess and communicate risk. Take action as assigned to document, control and mitigate identified risks.
- Use a variety of reporting methods to ensure compliance with relevant laws, rules, regulations, standards, best practices and policy.
- Perform other duties as assigned.

Knowledge, Skills, Abilities and Competencies

A successful employee in this role has the functional and technical knowledge and skills to effectively support end-point hardware and software. This role calls for the competencies to effectively solve problems, learn new technology quickly, effectively manage their time and competing priorities, remain relentlessly focused on delighting the customer, and possess the strategic agility to adjust with changes in the business.

Necessary knowledge includes a strong working knowledge of workstation hardware and software standards, best practices for managing user access, incident management, problem management, configuration management, and business process improvement methods. Good skills and knowledge of desktop hardware and software standards, workstation support, continual improvement, and effective communication are important.

A successful employee in this role has skills in professional judgement and decision making, troubleshooting and problem solving, project and time management, and customer service. Incumbents should possess abilities in deductive and inductive reasoning, oral comprehension and expression, category and extent flexibility, speed of closure, and written comprehension and expression.

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by incumbents within this role. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties or responsibilities associated with the position. Employees may be assigned job related tasks other than those specifically presented in this description.

The Comptroller of the Treasury is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, veteran status or any other legally protected class. As required by law, we must record certain information. Applicants are invited to participate in the Affirmative Action Program by reporting their status as minority, disabled veteran or other veteran status, or other disabled. In extending this invitation you are advised that: 1) you are under no obligation to respond, but may do so in the future if you choose; 2) responses will remain confidential within the Human Resources Department; and 3) responses will be used only for the necessary reporting.

To comply with legal record keeping requirements regarding Affirmative Action, we ask that you complete the information requested in the link below. Please be advised that your completion of this form is NOT part of your official application for employment. It is considered confidential information that will not be used in any hiring decision. Refusal to provide this information will have no bearing on your application and will not subject you to any adverse treatment. If you choose to participate by completing this form, we thank you for your cooperation.

To complete this form, please go to: <http://www.comptroller.tn.gov/oms/careeropp.asp> and click Voluntary Affirmative Action Form.