

# INFORMATION SUPPORT SPECIALIST

## TRICOR CENTRAL OFFICE

Job Class: Non-Preferred

\$42,810 – \$65,852 Annually

Location: Nashville, TN



TRICOR  
6185 Cockrill Bend Circle  
Nashville, TN 37209

For more information contact:  
Nikki Turner  
615.741.1779

To apply send resume/application  
and salary requirements via email to:

[TRICOR.HumanResources@tn.gov](mailto:TRICOR.HumanResources@tn.gov)



**All State of Tennessee  
facilities are smoke free  
environments.**

**The State of Tennessee is  
an equal opportunity, equal  
access, affirmative action  
employer.**

### Job Description:

TRICOR is seeking an exceptional individual to support our technology users. This position will be one of the primary information systems support specialists on a team of five. Support includes all types of hardware configuration and deployment, software installation and removal, and responding to Help Desk requests to provide solutions to users. With a user base of approximately 125 free-world staff and over 1100 offenders, the position requires excellent communication skills and the ability to thrive in a culturally diverse organization. The successful candidate is willing to accept new challenges and job assignments that will challenge their knowledge and abilities. Travel to remote correctional institutions across the State with little or no supervision is required. The mission of TRICOR is to prepare offenders for success after release. The TRICOR Information Technology Support Specialist will enable the workforce of TRICOR to achieve its mission through the use of varying technologies. The position will report to the Director of Information Technology.

### Primary Responsibilities:

- Configure and deploy hardware in a highly secured environment (desktops, laptops, printers, copiers, scanners, and various other devices)
- Support network entry points located onsite (routers, servers, and switches)
- First responder to Help Desk incidents
- Software installation/de-installation and upgrades and support at Call Centers
- General Help Desk support for all systems within TRICOR including Active Directory, TRICOR Information Management System (TIMS), and SharePoint
- Specific Help Desk support such as password resetting and troubleshooting hardware
- Hardware configuration and deployment in a highly secured environment, including desktops, laptops, printers, copiers, scanners, and various other mobile devices
- Software installation, upgrades, and removal for all types of devices
- Assist in management of TRICOR's fixed assets and computing devices inventory
- Performs other duties as assigned

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### Education, Experience and Qualities:

- Associates Degree in information Technology related field is required, Bachelor's Degree preferred
- Must be able to travel overnight within the State to remote correctional institutions as required and on short notice
- Minimum 4 years' experience in hardware and software installation/deployment, preferably in a technologically diverse environment
- Experience with and in support of MS Office 2010 – 2016 products
- Experience in supporting MS Active Directory and MS Exchange
- Experience in supporting MS SQL Server
- Demonstrated success in supporting users in a customer oriented environment
- Must possess exceptional communication skills, both written and oral
- Must be able to work in a fast paced and multi-faceted business operation and have tolerance for the unknown and unexpected
- Must be able to complete forty hours of required training each fiscal year
- Any information Technology Industry certifications are a plus
- Must be able to submit and pass a drug screening test and background check.

### Key Competencies:

Verbal/Written Communication, Active Listening, Customer Focus, Time Management/Priority Setting, Detail & Results Oriented, Team Oriented, Timely Decision Making, Computers, Software, Electronics, Process Management, Integrity and Trust, Problem Solving, and Troubleshooting.

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### State of Tennessee Benefits

Health Insurance	401K & Retirement Pension Plans
Dental Insurance	Textbook Reimbursement
Vision Insurance	Continuing Education Discounts
Incentive Plan (subject to plan criteria)	Employee Learning & Development
Flexible Spending Accounts	Life Insurance

For more information regarding health options you may visit:  
<http://www.partnersforhealthtn.gov/>

For State of Tennessee pension plan:  
<http://treasury.tn.gov/tcrs/PDFs/hybridplan.pdf>

For Deferred Compensation – 401K:  
<http://treasury.tn.gov/dc/>

TRICOR exists to provide occupational and life skills training for Tennessee's incarcerated population through job training, program opportunities, and transitional services designed to assist Offenders with a successful reintegration into society. TRICOR operates multiple businesses ranging from data entry and printing to agriculture and manufacturing. TRICOR offers Tennessee's state, county and local government's quality goods and services and competitive pricing.

TRICOR transforms lives on a daily basis.  
TRICOR designs programs to make an impact on the lives of offenders and prepare them for success after release.



TRICOR is committed to continuous performance improvement, which enhances the impact it has on the offender workforce by making them a critical part of a team driven by internationally-recognized high performance standards. To accomplish this, TRICOR uses the Malcolm Baldrige Framework and participates in the Tennessee Center of Performance Excellence (TNCPE) process. TNCPE, a non-profit organization dedicated to making Tennessee a better place to live and work through use of the national Baldrige Excellence Framework, has provided TRICOR with the tools and development necessary to move our organization toward best in class status. Our involvement has not only strengthened our business and program operations, but is providing our offender workforce the opportunity to work and develop their skills in an environment, which prepares them to achieve self-sufficiency once released from prison.