

**METROPOLITAN GOVERNMENT OF NASHVILLE &
DAVIDSON COUNTY**

Department of Human Resources

<http://www.nashville.gov/Human-Resources/Employment-Opportunities.aspx>



Invites Applications For The Position Of:

**Desktop Support Technician - Justice
Integration Services**

We are an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.

SALARY:	\$50,310.00 Annually
DEPARTMENT:	Justice Integration Services
OPENING DATE:	11/09/21
CLOSING DATE:	11/29/21 11:59 PM

POSITION DESCRIPTION:

The Desktop Support Technician, provides quality support with a high degree of customer service, technical expertise, and professionalism for the Justice Integration Services (JIS) department Service Desk. Performs technical and professional duties required for Information Systems support, such as writing, testing, and modifying computer programs; installing and troubleshooting system hardware and software; creating and maintaining e-mail structures or providing customer support to users of information technology.

This is a non-Civil Service position.

NOTE: Online applications are not accepted for this position.

TO APPLY:

Send cover letter and resume to: JISJobs@jishnashville.gov

TYPICAL DUTIES:

- Modify and support information technology such as computer programs, hardware, software, or networks.
- Consult with customers regarding more complex hardware problems.
- Create and modify computer programs in accordance with established specifications.
- Document or assist with documentation of programs and/or systems.
- Track performance and capacity of systems.
- Provide server and e-mail support.
- Work with customers from remote locations using RDP, Teams and SCCM.
- Respond to Service Desk calls according to the current documented prioritization of calls.
- Document complete and detailed resolutions to all Service Desk calls as well as all actions taken that assisted in the problem resolution.

- Maintain a professional and customer-oriented manner when communicating with end users on the telephone or in person.
- Acquire and maintain current knowledge of standard supported office applications, new applications, and support policies to provide technically accurate solutions to customers.
- Deploy workstations, including laptops and desktops, which entails installing and occasionally creating new Windows System images, adding machines to the domain, assigning appropriate computer names, and setting up users.
- Participate in team or organizational training sessions and projects that enhance the quality and efficiency of help-desk service.
- Assist in special project-related issues as needed.

MINIMUM QUALIFICATIONS:

Any combination of education and experience that would prepare the candidate to perform the duties of the position at the appropriate level. Employees would typically have some (1-2 years) related experience in information technology systems support or programming.

Valid Driver License

Candidates with accreditations earned in a foreign institute are encouraged to apply.

Note: Per Metro Ordinance No. SO94-1078. All employees of the Metropolitan Government shall be residents of the State of Tennessee or become residents of the state within six (6) months of employment as a prerequisite to employment with the Metropolitan Government.

PREFERRED EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES:

- Experience with Windows 10 in an Enterprise network environment.
- Experience with SCCM preferred.
- Experience supporting desktops connected to a corporate level network system preferred.

TO APPLY:

Send cover letter and resume to: JISJobs@jnsnashville.gov

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Metro Nashville Government respects the religious beliefs and practices of all employees and will make, on request, an accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship on business operations.

Requests for ADA accommodation for the recruitment process should be directed to 615-862-6195.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.nashville.gov/Human-Resources/Employment-Opportunities.aspx>

Human Resources Department
404 James Robertson Parkway, Suite 1000
Nashville, TN 37219
(615) 862-6640

Position #JIS05433
DESKTOP SUPPORT TECHNICIAN - JUSTICE
INTEGRATION SERVICES
DD

metrojobs@nashville.gov

Requests for ADA accommodation for the recruitment process should be directed to 615-862-6640.
