



Tennessee Department of Transportation

Administration Bureau

Position Opening:

Helpdesk Specialist-Adv

The Tennessee Department of Transportation's IT Division is accepting applications for **Helpdesk Specialist - Adv.** for Application Support This is a Preferred Service Position and reports directly to the TDOT IT Manager-Sr. – Application Support. Helpdesk Specialist-Adv. will provide first line technical support to internal staff and external vendors. The successful candidate will require an aptitude for working with applications/systems to undertake analysis, diagnosis and resolution of customer problems; ranging from straightforward to complicated technical issues. Coverage includes the HQ site as well as regional sites.

Key tasks include:

- Provide technical assistance and support for incoming queries and issues related to computer systems, software.
- Provide telephone and customer facing support for initial fault diagnosis, liaise with customer throughout resolution process to ensure satisfactory resolution of problem
- Write Training Manuals
- Train Computer users.
- Maintain daily performance of computer systems.
- Install, modify, and repair computer hardware and software.
- Clean up computers
- Run diagnostic programs to resolve problems
- Resolve technical problems with LAN and WAN, and other systems
- Support the following TDOT technologies and processes:
 - Line of business applications & In-house technologies
 - Microsoft Office Suite, Microsoft Exchange, Windows 7, 8, 8.1 OS
 - Mobile Devices iPhone/iPad
 - Ticket management and tracking system



Desired skills:

- Previous experience in a Tier 1 Helpdesk
- Experience using a variety of PC software including Microsoft Office Suite, Microsoft Exchange, Windows 7, Windows 8, TCP / IP
- Previous experience with remote customer support
- Knowledge and understanding of end user requirements
- skills in:
 - Communication and interpersonal skills
 - User training
 - Problem solving ability
 - Analytical skills
 - Ability to prioritize and control workload
 - Stress tolerance
 - The ability to adapt to different demands

Minimum Qualifications:

Education and Experience: Graduation from an accredited college or university with a bachelor's and two years of experience in any one of the following areas: (1) the resolution of data manipulation errors, the maintenance of computer hardware, or the correction of other related system operations problems for computer system hardware or software; or (2) the strategic planning of hardware or software components; or (3) applications programming, or (4) the systematic analysis of user and systems requirements for computer or information systems; or (5) the training or instruction of individuals in systems analysis, applications programming, or proper utilization and implementation of hardware or software systems components within computer or information systems.

Substitution of a Specific Associate's Degree for the Required Bachelor's Degree: An associate's degree in business data processing (e.g., business data programming, business systems analysis, or computer accounting), management information systems, computer and information systems, computer servicing technologies, or other related field from an accredited college or university may substitute for the required bachelor's degree.

Substitution of Experience for the Specific Associate's Degree: Experience in one of the following areas may substitute for the IT specific Associates degree on a year-for-year basis to a maximum of two years: (1) the resolution of data manipulation errors, the maintenance of computer hardware, or the correction of other system operation problems



related to computer system hardware or software; or (2) the strategic planning of hardware of software systems components for computer or information systems; or (3) applications programming, or (4) the systematic analysis of user and systems requirements for computer or information systems; or (5) the training or instruction of individuals in systems analysis, applications programming, or proper utilization and implementation of hardware or software systems components within computer or information systems.

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