



Tennessee Department of Transportation

Administration Bureau

Position Opening:

Application Support/Service Desk

The Tennessee Department of Transportation's IT Division is accepting applications for **Business Tech Support – Adv.** for Application Support/Service Desk. This is a Preferred Service Position and reports directly to the TDOT IT Manager-Sr. – Application Support/Service Desk. The Business Tech Support-Adv. will provide first and second line technical support to internal staff and external vendors. The successful candidate will require an aptitude for working with SharePoint 2013 and SharePoint 2010 to undertake analysis, diagnosis and resolution of customer problems; ranging from straightforward to complicated technical issues, in addition to administration duties within this role.

Key tasks include:

- Support Intranet Sites built on SharePoint 2013 and SharePoint 2010
- Manage system Security, system patching and upgrades
- Configure SharePoint service and settings
- Document SharePoint Configurations and Architecture
- Manages site quotas and file size limits
- Reviews and monitoring usage reports
- Manages content databases and creating new ones as required
- Administers and maintains sites and sub-sites
- Manages security for sites and sub-sites
- Manages the site layout structure and content
- Provides SharePoint support to end users

- Provide telephone and customer facing support for initial fault diagnosis, liaise with customer throughout to ensure satisfactory resolution of problem



Desired skills:

- Strong Knowledge of PowerShell
- Previous experience in a SharePoint Administrator role
- Experience using a variety of PC software including Microsoft Office Suite, Microsoft Exchange, Windows 7, Windows 8
- Knowledge and understanding of end user requirements
- Well-developed 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
- Technical writing and Knowledge Base articles
- Functional/Working knowledge of ITSM and ITIL



Minimum Qualifications:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and two years of experience in any one of the areas listed (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 Associates Degree for the Required Bachelor's degree: An Information Technology Associate's degree may be substituted for the required Bachelor's degree.

Substitution of Experience for Education: Experience in one of the following areas may substitute for the required education on a year-for-year basis to a maximum of four 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 or software systems components for computer or information systems; or (3) the systematic analysis of user and systems requirements for computer or information systems; or (4) 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.

OR

Substitution of Graduate Coursework for the Required Experience: Any graduate coursework in management information systems, business data processing, business systems analysis, computer and information systems, or computer accounting may substitute for the required experience on a year-for-year basis to a maximum substitution of one year. (Thirty-six graduate quarter hours or a master's degree in the above fields is equivalent to one year of experience.)

<http://agency.governmentjobs.com/tennessee/default.cfm>