



Job Posting

Position Title: IT Support Specialist (ASA 3)

Reports To: Director of Operations

Location:

TN School for the Blind
115 Stewarts Ferry Pike
Nashville, TN 37214

Position Description:

Under general supervision, is responsible for providing technical support to users by researching and answering questions; troubleshooting problems; maintaining workstations and LAN performance; and performs related work as required.

Education and Experience: Graduation from an accredited college or university with an Associate's degree and experience equivalent to one year of increasingly responsible full-time professional technology support experience OR two years of increasingly responsible technical support experience with the State of Tennessee.

Specific Position Responsibilities:

- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer system.
- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Places software into production by loading software into computer; entering necessary commands.
- Places hardware into production by establishing connections; entering necessary commands.

- Maximizes use of hardware and software by training users; interpreting instructions; answering questions; responding/reconciling SchoolDude tickets.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.
- Maintains historical records by documenting hardware and software changes and revisions.
- Maintains client confidence and protects operations by keeping information confidential.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- Providing excellent customer service.

Required skills:

- Ability to explain complex or difficult technology to non-technical end-users
- Ability to work as a team
- Excellent customer service skills
- Windows OS and Apple OS experience
- Troubleshooting experience
- Hardware breakdown and rebuilding experience
- Software troubleshooting and installation
- Accurate documentation
- Excellent time management
- Must exhibit excellent listening skills and sound judgement

Preferred skills:

- Active Directory experience
- Cisco Switch experience
- Cloud technology and virtual server experience
- VOIP system experience
- Wireless and Wired Networking experience
- Printing Process Knowledge



Conditions of Employment:

- Selected applicants must verify experience/highest degree held.
- Direct deposit of paycheck on a 12-month schedule is mandatory.
- TSB is a non-smoking facility in its entirety.
- Selected applicant must comply with the State of Tennessee Employee Drug-Free Workplace Policy, and other policies.
- As required by the Immigration Reform and Control Act (IRCA), selected applicant must verify, within 72 hours of employment, his/her legal right to be employed in the United States.
- Selected applicant(s) will be required to submit to and pass a TBI/FBI background check, to include Tennessee and Federal criminal history checks, child abuse records, employment verification, and professional/personal reference checks.

Salary and Benefits:

Salary is competitive and commensurate with qualifications. In addition, a [comprehensive benefits package](#) is included.

To Apply:

Please e-mail a cover letter, resume, and contact information for three professional references to Kim.Stein@tsbtigers.org

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