



End Point Tech Spec

Tennessee Department of Treasury

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The Tennessee Department of Treasury impacts the lives of Tennesseans every day. Treasury is responsible for many of the financial operations of state government, including managing more than \$50 billion in assets through its various investment programs. We administer the State's Retirement Program, *RetireReadyTN*, which combines the state pension plan, Tennessee Consolidated Retirement System, and the State's Deferred Compensation plan. Treasury serves all Tennesseans by helping to educate and empower them to make smart financial choices, and by providing public-serving programs in the areas of college savings, financial literacy, unclaimed property, criminal injuries compensation, and more.

Job Overview:

This position is under the general supervision of the Infrastructure and Security Manager. The focus and emphasis of this position are departmental end point support.

Key Responsibilities:

- Answer, process and provide follow-up on hardware break-fix issues within acceptable time frames.
- Install, maintain and support operating systems, commercial off-the-shelf software, and other application software.
- Configure and maintain laptops, desktops, printers and other infrastructure equipment to appropriate specifications.
- Serve on projects to test new applications and/or new enhancements on various configurations as necessary.
- Evaluate new hardware and software's ability to meet Treasury requirements.
- Assist in Active Directory Administration.
- Develop and maintain Security key performance indicators (KPI).
- Participate in asset protection processes including encryption, vulnerability mitigation and elimination, and system configuration hardening.
- Assist in monitoring Symantec EndPoint Protection.
- Assist in providing user-level security setup for users, password resets, and user rights termination for department employees, external vendors and contractors.
- Other duties as assigned.

Qualifications:

- Graduation from an accredited college or university with an Associate or Bachelor's degree in Information Systems or Computer Science.
- Mandatory 2-3 years in comparable technical customer support position(s).

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- Specific technology certifications a plus.
- Exceptional customer service attitude and manner.
- Operate, install, maintain, configure, and troubleshoot a variety of computer equipment and peripherals.

The State of Tennessee is an Equal Opportunity Employer.

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