



## **Workstation Specialist- Intermediate**

*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 \$60 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:**

The Infrastructure and Security division of Information Systems is looking for a Workstation Specialist Intermediate. Infrastructure and Security is responsible for deploying and supporting technology and security needs for the Treasury Department.

### **Key Responsibilities:**

- Member of Infrastructure and Security team responsible for deploying and supporting end user hardware and software.
- Performs routine system maintenance on end users equipment.
- Creates documentation including: inventory, surplus, training and instructional guides.
- Researches problems and uses troubleshooting skills for resolution.
- Solves hardware, software and wireless problems.
- Provides troubleshooting of network connectivity issues.

### **Qualifications:**

- Graduation from an accredited college or university with a Bachelor's degree in Information Systems or Computer Science.
- Mandatory 2-3 years in comparable technical customer support position(s).
- Specific technology certifications a plus.
- Exceptional customer service attitude and manner.
- Exceptional team player attitude and manner.

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