|  |  |  |  |
| --- | --- | --- | --- |
| Job Title: | Service Desk Personnel | Job Code/ Req#: | 63932 |
| Department/Group: | TN DOT | Position Type: | Contract |
| Duration : | 03/10/2025 - 06/30/2025 | Date Posted: | 02/19/2025 |
| Expenses Allowed | Yes | Posting Expires: | 02/28/2025 |
| **Location :** | On Site**Address** 505 Deaderick Street Suite 500 Nashville, Tennessee 37243Candidate Must Be Local | **Quantity Requested :** | 1 |
| **Level/Salary Range :** | $34/hr on C2C | Send Resumes to : | resumes@taurusbiz.com |
| **Schedule:** |
| **Days**Monday Yes Tuesday Yes Wednesday Yes Thursday Yes Friday Yes Saturday No Sunday No**Hours/Day**7.5**Time Zone**CST**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Shifts Start Time End Time Description Active**Shift 1 8:00AM 4:00PM Yes **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Description****SERVICE DESK** IT Call Center Experience preferred - Able to handle call volume of up to 30 calls per day. People/Customer Service skills required Printer Administration and Troubleshooting - Server Print Queue, and local Queues **Active Directory Management** - Able to navigate Different OUs - Able to look up attributes - Able to reset password and unlock accounts. - InTune Management included but not limited to two-factor authentication **iOS Management, Support, and Deployment** - Setting up new phones/Ipads - Resetting iTunes accounts- Resetting network settings - Backup/Restore device data **Video Conferencing** - Cisco WebEx - MS Teams - Cisco Presence video solutions **Network troubleshooting** - Internal vs external - VPN - LTE - Wifi **Application Troubleshooting** - Account permission - Compatibility settings - Browser vs installed **Remote support** - MSRA - RDP - TEAMs - Webex **Hardware Deployment ServiceNow** - Ticket management - Ticket assignmentMust be able to lift at least 50 pounds. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Reviewed By:** | Swathi G | **Date:** | 02/19/2025 |
| **Approved By:** | Ram S | **Date:** | 02/19/2025 |
| **Last Updated By:** | Swathi G | **Date/Time:** | 02/19/2025 |