|  |  |  |  |
| --- | --- | --- | --- |
| 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 37243  Candidate 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 assignment  Must 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 |