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| Job Title: | Network Specialist | Job Code/ Req#: | 64024 |
| Department/Group: | TN DHS | Position Type: | Contract |
| Duration : | 03/03/2025 - 12/31/2025 | Date Posted: | 02/14/2025 |
| Expenses Allowed | No | Posting Expires: | 02/24/2025 |
| **Location :** | Remote  **Address**  505 Deaderick Street James K. Polk 17th Floor Nashville, Tennessee 37243 | **Quantity Requested :** | 1 |
| **Level/Salary Range :** | $43/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 4:30PM Regular Shift Yes  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Description**  We are looking for support to assist with Service Desk operations. As the modernization effort  continues to grow, it is very important to have sufficient resources in place to support that growth.  IT Help Desk Technician responsibilities include **serving as the first point of contact for customers seeking technical assistance over the phone or email and performing remote troubleshooting through diagnostic techniques and pertinent questions.**  - Customer Support for DHS Applications  - Following up with customers to ensure full resolution of issues  - Installing or changing software to fix issues  - Remotely accessing software to resolve issues  - Diagnosing problems  - Reset AD and mainframe passwords and unlock accounts  **Qualifications**     |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Type** | **Category** | **Qualification** | **Description** | **Competency** | **Required** | | Skills | Others | Communication skills both verbal and written |  | Proficient (4-6 Years) | No | | Skills | Others | IT Communication Specialist |  | Proficient (4-6 Years) | No | | Skills | Others | Learning ability |  | Proficient (4-6 Years) | No | | Skills | Others | Team work |  | Proficient (4-6 Years) | No | | Skills | Others | Active Directory |  | Novice (1-3 Years) | No | | | | |
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| **Reviewed By:** | Swathi G | **Date:** | 02/14/2025 |
| **Approved By:** | Ram S | **Date:** | 02/14/2025 |
| **Last Updated By:** | Swathi G | **Date/Time:** | 02/14/2025 |