



BUSINESS TECH SUPPORT-INTERMEDIATE INFORMATION SYSTEMS DIVISION

JOB DUTIES

Learns the technical and business functions of program areas in order to provide hardware and software technical support. Completes all assigned incident and service requests within the Service Level Agreement (SLA) determined for the request type. Uses the Incident Management System to provide status of incident and service requests. Works with Business Tech Support-Advanced staff to obtain quotes from vendors and prepare Requests for Purchases (RFPs). Works with Business Tech Support-Advanced staff to maintain hardware inventory, including peripheral devices, as hardware is added, reassigned, or surplus. Responsible for deployment of new hardware, including scheduling, delivery, setup, installation, and user training. Responsible for surplus of all outdated hardware, including destruction of hard drives and removal of equipment. Works with Business Tech Support-Advanced staff to obtain approval, schedule visits, and travel to TBI field offices to provide information updates and/or address technical issues.

MINIMUM QUALIFICATIONS

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and one year of experience in any one of the areas listed (1) the resolution of data manipulation errors, the maintenance of computer hardware or the correction of other related system operations problems for computer system hardware or software; or (2) the strategic planning of hardware or software components; or (3) applications programming, or (4) the systematic analysis of user and systems requirements for computer or information systems; or (5) training or instruction of individuals in systems analysis, applications programming, or proper utilization and implementation of hardware or software systems components within computer or information systems.

Please see the full classification specification at www.tn.gov/hr for Education and Experience substitutions.

MONTHLY SALARY RANGE:

\$3,205 - \$5,129

The Tennessee Bureau of Investigation is an equal opportunity, equal access, affirmative action employer.