

# INFORMATION SUPPORT SPECIALIST

## TRICOR CENTRAL OFFICE

Job Class: Non-Preferred

\$42,810 – \$54,119 Annually

Location: Nashville, TN



TRICOR  
6185 Cockrill Bend Circle  
Nashville, TN 37209

For more information contact:  
Nikki Turner  
615.741.1779

To apply send resume/application  
and salary requirements via email to:

[TRICOR.HumanResources@tn.gov](mailto:TRICOR.HumanResources@tn.gov)



**All State of Tennessee  
facilities are smoke free  
environments.**

**The State of Tennessee is  
an equal opportunity, equal  
access, affirmative action  
employer.**

### Job Description:

TRICOR is seeking an exceptional individual to support our technology users. This position will be one of the primary information systems support specialists on a team of five. Support includes all types of hardware configuration and deployment, software installation and removal, and responding to Help Desk requests to provide solutions to users. With a user base of approximately 125 free-world staff and over 1100 offenders, the position requires excellent communication skills and the ability to thrive in a culturally diverse organization. The successful candidate is willing to accept new challenges and job assignments that will challenge their knowledge and abilities. Travel to remote correctional institutions across the State with little or no supervision is required sometimes at eleventh hour. The mission of TRICOR is to prepare offenders for success after release. The TRICOR Information Technology Support Specialist will enable the workforce of TRICOR to achieve its mission through the use of varying technologies. The position will report to the Director of Information Technology.

### Primary Responsibilities:

- Configure and deploy hardware in a highly secured environment (desktops, laptops, tablets, smart phones, multi-function devices, media and various other devices)
- Support network entry points located onsite (routers, servers, and switches)
- First responder to Help Desk incidents and routine requests
- Software installation/de-installation and upgrades and support at Call Centers
- General Help Desk support for all systems within TRICOR including Active Directory, TRICOR Information Management System (TIMS), and SharePoint
- Specific Help Desk support such as password resetting and troubleshooting hardware
- Hardware configuration and deployment in a highly secured environment
- Software installation, upgrades, and removal for all types of devices
- Assist in management of TRICOR's fixed assets and computing devices inventory
- Performs other duties as assigned

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### Education, Experience and Qualities:

- Associates Degree in an Information Technology related field is required, Bachelor's Degree preferred
- Must be able to travel overnight within the State to remote correctional institutions as required and on short notice
- Minimum 4 years' meaningful experience in hardware and software installation/deployment, preferably in a technologically diverse environment
- Experience in desk side support of Windows 7 – Windows 10
- Experience with and in support of all MS Office suite of products 2010 – 2016
- Experience in supporting user and device accounts in Active Directory Federated Services, Domain Services and MS Exchange
- Experience in supporting MS SQL Server (2008R2, 2012R2)
- Experience in supporting or developing SharePoint 2013 Enterprise sites
- Demonstrated success in supporting a highly diverse user base in a respectful, customer oriented environment
- Must possess exceptional communication skills, both written and oral
- Must be able to work in a fast paced and multi-faceted enterprise organization and have high tolerance level for the unknown, unexpected and in depth analytical investigation
- Any computer software development or programming experience is a plus
- Must be able to complete forty hours of required institutional training each fiscal year
- Any information Technology Industry certifications are a plus
- Must be able to submit and pass a drug screening test and background check

### Key Competencies:

Verbal/Written Communication, Active Listening, Customer Focus, Time Management/Priority Setting, Detail & Results Oriented, Team Oriented, Timely Decision Making, Appropriate Risk Taking Skills, Ability to Maintain Focus on and Complete Long-Running Tasks, Computers, Software, Electronics, Proficient with LAN/WAN Security, Process Management, Integrity and Trust, Problem Solving, and Mathematical and Investigative Skills.

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### State of Tennessee Benefits

|   |                                 |
|---|---------------------------------|
| Health Insurance                          | 401K & Retirement Pension Plans |
| Dental Insurance                          | Textbook Reimbursement          |
| Vision Insurance                          | Continuing Education Discounts  |
| Incentive Plan (subject to plan criteria) | Employee Learning & Development |
| Flexible Spending Accounts                | Life Insurance                  |

For more information regarding health options you may visit:  
<http://www.partnersforhealthtn.gov/>

For State of Tennessee pension plan:  
<http://treasury.tn.gov/tcrs/PDFs/hybridplan.pdf>

For Deferred Compensation – 401K:  
<http://treasury.tn.gov/dc/>

TRICOR exists to provide occupational and life skills training for Tennessee's incarcerated population through job training, program opportunities, and transitional services designed to assist Offenders with a successful reintegration into society. TRICOR operates multiple businesses ranging from data entry and printing to agriculture and manufacturing. TRICOR offers Tennessee's state, county and local government's quality goods and services and competitive pricing.

TRICOR transforms lives on a daily basis.

TRICOR designs programs to make an impact on the lives of offenders and prepare them for success after release.



TRICOR is committed to continuous performance improvement, which enhances the impact it has on the offender workforce by making them a critical part of a team driven by internationally-recognized high performance standards. To accomplish this, TRICOR uses the Malcolm Baldrige Framework and participates in the Tennessee Center of Performance Excellence (TNCPE) process. TNCPE, a non-profit organization dedicated to making Tennessee a better place to live and work through use of the national Baldrige Excellence Framework, has provided TRICOR with the tools and development necessary to move our organization toward best in class status. Our involvement has not only strengthened our business and program operations, but is providing our offender workforce the opportunity to work and develop their skills in an environment, which prepares them to achieve self-sufficiency once released from prison.