



Systems Support Specialist

Position Information:

The City of Alcoa is seeking highly qualified candidates for the position of **Systems Support Specialist**. Under the general direction of the Information Technology Manager, the Systems Support Specialist will perform professional and technical work associated with installation, and maintenance of office computer systems.

Key responsibilities include but are not limited to the following:

- Respond and resolve help desk ticket requests;
- Install and test network, system hardware and software;
- Provide customer service to PC users;
- Perform analysis and make recommendations regarding server and network related equipment and software;
- Provides end users with documentation, procedures, and technical assistance;
- Support users on Microsoft Office and other city applications;
- Plan, analyze, recommend, install, and support the City's central computer systems and network including but not limited to: servers, routers, switches, firewalls, data and voice communication lines, operating systems and other types of software;
- Database design, development, and maintenance including front-end applications for city;
- Coordination of database/application changes and implementation with other departments;
- Conduct minor repairs of network equipment;

Candidate Qualifications:

Knowledge and Personal Skills

Applicants must be a proven leader who demonstrates professionalism and support to staff. In addition, the ideal candidate will have considerable experience and knowledge of computer systems and technical support.

Education and Experience

- Working knowledge of computer systems with at least two (2) years of experience in an IT related role;
- Prefer a candidate with some college course work in Computer Information Systems.

Starting salary DOE. Monday – Friday, 8am – 5pm. Interested persons must submit an online application along with resume AND minimum required salary no later than Friday, June 10, 2022. Position information and online application may be obtained on the City of Alcoa website – www.cityofalcoa-tn.gov.