

IT Support Specialist
Tullahoma Utilities Board
TULLAHOMA, TN

Tullahoma Utilities Board is accepting applications for the position of Level 2 IT Specialist.

For detailed information and job description, please visit www.tub.net

Applications available 7:30-4pm M-F. Submit applications & resumes by September 13th to:

Tullahoma Utilities Board,
901 South Jackson St, Tullahoma, TN 37388

JOB POSTING

Job Title: IT Specialist
Department: Fiber, Electric, Water/Sewer, Accounting
Reports to: Network Supervisor
Exempt Status: Non-exempt (eligible for overtime comp.)

Summary of Primary Duties and Responsibilities:

This position will support the Tullahoma Utilities Board by working closely with the technical support staff to provide level 2 support for residential and business customers. Duties will consist of three primary categories: (1) Level 2 support for LightTUBE customers, (2) TUB Corporate network administration and maintenance, and (3) Local video processing and related responsibilities.

LEVEL 2 SUPPORT RESPONSIBILITIES

- Agent for the customer – find the resolution or involve supervisor
- Prompt response and triage of tickets escalated from TSRs.
- Work with static IP customers to assign, configure, and track static IPs
- Work with VLAN customers, basic VLAN endpoint setup
- POC for escalated Norlight Tickets
- Daily review of all LightTUBE trouble tickets
- Survey administration and tabulation
- Hostopia administration and billing review
- Backup administration of several systems

CORPORATE RESPONSIBILITIES

- PC support and configuration
- Firewall updating and configuration.
- Basic switch configuration
- User administration/email setup
- Software setup/evaluation
- Corporate backup administration

LOCAL VIDEO RESPONSIBILITIES

- Studio support as needed
- Local content production
- Content scheduling and processing
- VOD local content processing

Requirements for Consideration:

- Completed or close to completion of two year degree in computer technology or similar field, or equivalent experience.
- 5+ years work experience, some experience with computers.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to work seated in office environment for duration of day.
- Proven track record of communicating with customers during occasionally stressful conditions