



POSITION ANNOUNCEMENT

IT Support Specialist

ROCIC announces an opening for the position of IT Support Specialist. ROCIC offers an excellent benefit package, including medical, vision and dental insurance, a 403(b) retirement program, and life and disability insurance. This is an exempt position.

Annual Salary: \$54,292 - ROCIC Salary Table GS 8,1

OVERVIEW:

The individual will play a pivotal role in providing technical assistance to users, handling hardware and software issues, and supporting members with registration, account-related inquiries, and usage of available services.

QUALIFICATIONS:

Education – Bachelor’s degree from an accredited college or university with a major in computer science or a related field or associate degree with three years of experience in field is required.

Experience - Preferred candidates will demonstrate a successful track record of at least 3 years of relevant experience, alternatively, possess certification from a recognized Technical Institute.

Skills - Proficiency in troubleshooting hardware, software, and basic network issues. Excellent communication skills to interact professionally with users and members. Strong organizational skills to manage multiple tasks and prioritize effectively. Experience in customer service, preferably in a service-oriented environment. Ability to empathize with people and address their concerns with patience and understanding. Proficiency in internet and intranet technologies, coupled with strong skills in Windows platform management. Understanding of database management principles to handle data securely and efficiently. Demonstrated ability to quickly learn and adapt to new technologies, tools, or procedures.

DUTIES:

Provides first-level technical support to users encountering hardware and software issues.

Troubleshoots and resolves technical problems related to computers, peripherals, and software applications.

Assists in the setup, configuration, and maintenance of technology equipment.
Assists with membership registration processes, ensuring accuracy and completeness of member information.

Assists members with account-related inquiries, guiding them through account setup, login, and usage of available services.

Addresses member concerns or issues related to accounts, providing prompt and effective solutions.

Helps support available services, explaining features and functionalities.
Offer guidance and assistance in utilizing services effectively.

Collaborates with other departments to ensure a seamless services experience.

Maintains accurate records of technical issues, resolutions, and member interactions.
Communicate effectively with users and members, providing clear instructions and support.

Contributes to the development of FAQs, guides, or documentation.

Assists in accomplishing the goals and objectives of ROCIC and any other duties or projects assigned by the IT Manager.

Candidate will be subject to:

- Drug Testing
- Extensive Background Investigation
- Law Enforcement sensitive and potentially graphic or offensive material

ROCIC is an organization composed of criminal justice agencies in the southern United States working together to combat multi-jurisdictional criminal activities.

Position is located in Nashville, TN – ROCIC will not pay relocation expenses.

ROCIC is an equal opportunity employer.

Interested candidates should submit a letter of intent and resume to humanresources@rocic.riss.net or mail directly to:

**ROCIC
Attn: Cristal Pierceall
545 Marriott Drive, Ste 850
Nashville, TN 37214**