



TENNESSEE DISTRICT ATTORNEYS GENERAL CONFERENCE

GUY R. JONES
EXECUTIVE DIRECTOR

Career Employment Information

The District Attorney's General Conference Office is an equal opportunity employer accepting applicants from all experience levels. All applicants must provide a resume, cover letter, and signed application to be considered. Please contact the appropriate member of our Staff for all inquiries. All applications will be forwarded to the hiring committee.

It is the policy of the District Attorney's General Conference to prohibit discrimination in matters of recruitment, employment, training, promotion, wages, and discipline on the basis of race, ethnicity, color, gender, sexual orientation, age, religion, national origin, marital status, family status, height, weight, disability, veteran status, genetic status, or any other legally protected status in accordance with all federal, state and local laws and regulations. The District Attorney's General Conference Office will take affirmative action to ensure the fulfillment of this policy.

All staff with the District Attorney's General Conference provides key roles throughout the office to assist in the functioning of the 31 District Attorney Generals Offices.

TO APPLY:

For All Positions:

- Submit **One PDF File** to ldsteen@tndagc.org
- Comprised of the Following:
 - Signed Application (Designate Position Applying For)
 - Résumé
 - Cover Letter

The Tennessee District Attorneys General Conference is seeking a qualified individual to fill a Computer Support Specialist position. This individual must have excellent communication skills, be user-oriented and patient as they will provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware from computer users in local District Attorney's Offices throughout the state.

Must have experience as help desk technician or other support role. Must have ability to diagnose and resolve technical issues. Experience with Office 365 and related technology, networking protocols, router and switch configurations, computer systems, mobile devices, printing, audio/video codecs and other technical products required. Experience with other web related technologies preferred.

Salary is commensurable with qualifications, based on a salary range of \$2,908 - \$3,905 monthly.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Serve as the point of contact for users seeking technical assistance over the phone or email
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by users
- Walk the user through the problem-solving process
- Direct unresolved issues to the next level of support
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Follow-up and update user status and information
- Pass on any feedback or suggestions by users to the appropriate supervisor
- Identify and suggest improvements on procedures
- Onsite assistance may require unplanned travel or planned travel and overnight stays
- Annual replacement of equipment state-wide including, but not limited to, switches, routers, desktops, laptops, tablets, and other miscellaneous equipment.
- Participation in Conference training events including, but not limited to, audio/visual needs



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DISTRICT ATTORNEYS GENERAL CONFERENCE STAFF APPLICATION

Note: Please complete the following information. Please do not omit any information. Specify the position for which you are applying. Addresses and telephone numbers should be those where the applicant can be contacted. All information is subject to verification.

DATE: _____

NAME: _____
(LAST) (FIRST) (MIDDLE)

CURRENT ADDRESS: _____

MAILING ADDRESS: _____
(if different) _____

TELEPHONE: _____ WORK PHONE: _____

CELL NUMBER: _____

POSITION APPLYING FOR: _____

PERSONAL DATA:

Date of Birth: _____
(MONTH) (DAY) (YEAR)

Driver's License: _____
(NUMBER) (TYPE) (STATE)

Social Security Number: _____

EDUCATION:

High School Attended: _____ Date graduated: _____

Colleges and universities attended:

<u>SCHOOL</u>	<u>LOCATION</u>	<u>FROM/TO</u>	<u>DEGREE</u>	<u>MAJOR</u>
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_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

SPECIAL QUALIFICATIONS

Specialized coursework/training: If needed, attach separate sheet of paper:

<u>TYPE</u>	<u>LOCATION</u>	<u>DATE</u>	<u>CERTIFICATE OF SERVICE</u>
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_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

US CITIZEN: [] Yes [] No

MILITARY SERVICE: [] Yes [] No

CURRENT ORGANIZATION MEMBERSHIPS:

NAME OF ASSOCIATION

DESCRIPTION

EMPLOYMENT EXPERIENCE: (Give most recent first. Updated and accurate information should be provided so contact can be made with minimal effort.) Attach additional sheets if necessary.

1. Business Name: _____
Address: _____
Phone #: _____ Dates of Employment: _____
Position: _____ Supervisor: _____
Duties: _____

2. Business Name: _____
Address: _____
Phone #: _____ Dates of Employment: _____
Position: _____ Supervisor: _____
Duties: _____

3. Business Name: _____
Address: _____
Phone #: _____ Dates of Employment: _____
Position: _____ Supervisor: _____
Duties: _____

REFERENCES:

Give three references (not relatives or former or present employers) who are responsible adults who have known you for at least five years.

<u>NAME</u>	<u>ADDRESS</u>	<u>PHONE</u>	<u>Relationship</u>
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What special qualifications do you possess for this position?

Reason(s) for seeking employment with this organization:

Outside interests/hobbies:

CERTIFICATION:

I hereby certify that I (have/have not) been convicted of, or pled guilty to, to any felony and/or misdemeanor charge(s) in violation of any Federal or State law(s) or city ordinance(s).

I further certify that I (have/have not) been dismissed from any previous employment for improper or unprofessional conduct, inefficient service, neglect of duty, incompetence, or insubordination.

I hereby certify that all information provided by me on this application is ACCURATE AND COMPLETE to the best of my knowledge. I understand that any false or incomplete information furnished by me or failure to disclose requested information, may result in the rejection of this application, may make me no longer eligible for consideration for employment or may result in my dismissal after my employment. I authorize the this office to investigate any statement contained in this employment application and release former employers and reference contacts from any and all liability on account of furnishing such information to this office. I further understand that, if considered for this position, this office will conduct criminal and/or driving record checks. I understand that nothing contained in this employment application or in the granting of an interview is intended to create an employment contract between this office and myself.

Signed this _____ day of _____, _____

Applicant's Signature

CRIMINAL HISTORY CHECK RELEASE
Tennessee District Attorneys General Conference

EMPLOYEE NAME: _____

SECURITY SOCIAL NUMBER: _____

DATE OF BIRTH: _____

The office of the District Attorney checks references , runs criminal histories and driving histories on all new employees, interns and volunteers. Your signature below authorizes us to perform these security checks.

**I, _____, GIVE MY PERMISSION TO THE
OFFICE OF THE DISTRICT ATTORNEY TO CHECK PERSONAL
REFERNCES AND TO CHECK NCIC FOR A CRIMINAL HISTORY.**

SIGNATURE

DATE

Background Investigation: The following transactions were run on employee:

- ☐ **National Criminal Information Database**
- ☐ **TBI Criminal History**
- ☐ **National & State Sex Offender Registry**
- ☐ **Orders of Protection**
- ☐ **Wanted Personal**

No criminal history record was found on this candidate.

SIGNATURE OF PREPARER

DATE