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| Job Title: | Service Desk Personnel | Job ID: | 64392 |
| Department/Group: | TN DOH | Position Type: | Contract |
| Duration : | 06/30/2025 - 06/30/2026 | Date Posted: | 06/06/2025 |
| Expenses Allowed : | No | Posting Expires: | 06/13/2025 |
| **Location :** | Onsite  **Address**  665 Mainstream Dr Nashville, Tennessee 37243 | **Quantity Requested :** | 1 |
| **Level/Salary Range :** | $33/hr on C2C | Send Resumes to : | resumes@taurusbiz.com |
| **Schedule:** | | | |
| **Days**  Monday Yes Tuesday Yes Wednesday Yes Thursday Yes Friday Yes Saturday No Sunday No  **Hours/Day**  8  **Time Zone**  CST  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Shifts Start Time End Time Description Active**    Shift 1 8:00 AM 5:00 PM Regular Shift Yes  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    **Description**  **Position Summary:**  Under general supervision, the LARS Support Specialist is responsible for maintaining the Tennessee Department of Health's Licensure and Regulation System (LARS) and external help desk system (Zendesk). This role requires a proactive approach to resolving system issues, processing change requests efficiently, and implementing solutions as directed.  **Work Schedule & Expectations:**  **Schedule**: Monday–Friday, 8:00 AM–5:00 PM CST  **Location:**  In-person, with the potential for remote work upon completion of training and demonstrated proficiency  **Communication & Collaboration Skills**  **Customer Service & User Support:**   * Strong interpersonal skills to assist users with system-related inquiries and ensure timely resolution of requests * Cross-Functional Collaboration: Experience working with multiple teams, including application coordinators, trainers, and QA personnel * **Professional Documentation & Reporting:** Ability to clearly document system changes, maintain logs, and communicate status updates effectively   **Technical Knowledge & Skills**   * **Help Desk Support:** Understanding of IT support workflows, troubleshooting methodologies, and customer service best practices * **Licensing & Regulatory Systems**: Familiarity with licensure processes and regulatory requirements, particularly within healthcare or government agencies * **Application Support:** Experience working with platforms such as Zendesk, LARS, and ServiceNow for ticketing and workflow management * **Configuration & System Administration:** Ability to modify and configure system settings, user permissions, and automated workflows * **Data Management & Documentation:** Strong skills in maintaining logs, tracking system changes, and organizing supporting documentation in SharePoint   **Daily Tasks**  **Ensure the completion of all (assigned) routine LARS and Zendesk Support tickets and address requested changes promptly by achieving a 100% response rate within one business day and closing all tickets within three business days.**  **Action Steps:**  1. Complete requested changes for password resets, status changes, new users, workflow reassignments, and other day-to-day tasks within 3 business days.  2. Follow up with the requester for any additional needed information within 1 business day.  3. Ensure all communication with the request-or is noted within Service Now.  4. Ensure all time spent on non-HRB tickets is noted within Service Now.  **Ensure the completion of all assigned configuration requests for LARS and Zendesk by achieving a 100% response rate to the requestor within one business day and providing weekly status updates to the requestor and LARS Application Manager until the change is completed.**  **Action Steps:**  1. Collaborate with the LARS Application Coordinator to ensure that complete and accurate requirements are gathered.  2. After requirements are gathered, provide an anticipated timeline for changes within one business day and keep the LARS Application Coordinator updated on the progress of the changes.  3. Work with the Application Trainer or STS QA Resources to ensure that appropriate testing is completed.  4. Work with the LARS Application Coordinator to ensure the requester's sign-off is obtained.  **Document all modifications made to the Licensure and Regulation System (LARS) in the Application Change Log.**  **Action Steps:**  1. Ensure that all changes are consistently logged within one business day of implementation.  2. Store any supporting documentation in the assigned location within the SharePoint site.  3. Collaborate with the LARS Application Coordinator to maintain an up-to-date log.  **Qualifications :**     |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Type** | **Category** | **Qualifications** | **Description** | **Competency** | **Required** | | Skills | Others | Excel |  | Proficient (4-6 Years) | No | | Skills | Others | Word |  | Proficient (4-6 Years) | No | | Education | Others | Education | Master's OR  Bachelor's with 3 years relevant  experience OR HD Diploma with 8 years  relevant experience |  | No | | Skills | Others | Adobe Acrobat |  |  | No | | Skills | Others | Communication skills both verbal and written |  |  | No | | Skills | Others | Consolidation planning and management |  |  | No | | Skills | Others | Integration planning and strategy |  |  | No | | Skills | Others | Learning ability |  |  | No | | Skills | Others | Project  management |  |  | No | | Skills | Others | Team work |  |  | No | | | | |
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| **Reviewed By:** | Lisa G | **Date:** | 06/06/2025 |
| **Approved By:** | Ram S | **Date:** | 06/06/2025 |
| **Last Updated By:** | Lisa G | **Date/Time:** | 06/06/2025 |