

IT Technical Support Specialist I

The City of Athens is seeking a dedicated IT Technical Support Specialist I to join the Information Technology Department. This position serves as a primary point of contact for technical assistance, providing first-level help desk support, troubleshooting, and maintenance of computer systems, software, hardware, and other technology resources across City departments.

In addition to supporting daily IT operations, this position assists with the development, maintenance, and management of Geographic Information System (GIS) data and applications supporting City infrastructure, planning, and public services. The successful candidate will demonstrate strong technical troubleshooting abilities, customer service skills, and a willingness to support a broad range of municipal technology needs.

Essential Functions

- Provide first-level help desk and desktop support, troubleshooting hardware, software, network connectivity, and peripheral issues.
- Install, configure, maintain, and support computers, mobile devices, software, printers, and related technology equipment.
- Respond to technical support requests, diagnose issues, document resolutions, and escalate complex problems as necessary.
- Assist with user account administration, system access, cybersecurity practices, and routine IT maintenance.
- Support the deployment, replacement, and inventory management of City technology assets.
- Collect, maintain, and manage GIS data, geodatabases, and related records, including GPS-based field data collection.
- Assist with GIS mapping, spatial analysis, reporting, and applications supporting City operations and infrastructure.
- Provide technical assistance and guidance to City employees regarding IT systems and GIS applications.
- Perform other related duties as assigned.

Minimum Qualifications

- Associate degree in Computer Science, Information Technology, GIS, or a related field; or an equivalent combination of education and experience.
- One to two (1–2) years of experience providing technical support for computer hardware, software, networks, and peripherals.
- Basic understanding of computer systems, networking, cybersecurity principles, and troubleshooting practices.
- Familiarity with GIS concepts, mapping applications, or spatial data management.
- Strong customer service, communication, organizational, and problem-solving skills.
- Ability to work independently, prioritize support requests, and communicate effectively with technical and non-technical users.
- Valid Tennessee driver's license.

Preferred Qualifications

- Experience providing helpdesk or desktop support in a multi-user environment.
- Familiarity with Microsoft Windows, Microsoft 365, Active Directory, and common business applications.
- Experience with computer deployment, endpoint management, and basic network troubleshooting.
- Experience with Esri ArcGIS products, GPS field data collection, and geodatabase management.
- Familiarity with municipal government operations and technology systems.

This is a non-exempt position with a starting hourly rate of \$23.31 per hour.

The position is full-time with a generous benefits package. If you are interested in this opportunity, you can download an application by visiting our website, www.athenstn.gov/career. Applications are also available to be picked up at City Hall. This posting will close on November 6, 2026, at 5:00 p.m. For more information, contact the Human

Resources Department at the City of Athens, 815 N. Jackson Street, Monday through Friday 8:00AM-5:00PM at 423-744-2719.

The City of Athens is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, protected veteran status, or any other legally protected status.

If you require a reasonable accommodation to participate in the application or interview process, please contact Human Resources at 423-744-2719 or hresources@athenstn.gov.