

**Title:** Computer Support Specialist  
**Hours:** Full-Time  
**Service Area:** Building and Land Development  
**Reports to:** Building and Land Development Manager  
**Supervises:** Not Applicable

The Collaborative, ([www.thecollaborative.com](http://www.thecollaborative.com)) an award-winning consulting firm with a national reputation for excellence in planning, design, engineering, transportation and communications, seeks a talented Arborist to join its team of professionals supporting a contract for the City of Sandy Springs, GA. Our Sandy Springs community development team operates as an on-site, full-service community development department in support of the City of Sandy Springs, providing planning and zoning, building and permitting, and code enforcement services. The Collaborative also manages two other departments in support of the City, including Communications and Economic Development. The services provided by the Community Development Department are wide-ranging and constantly changing. It is a fast-paced environment, requiring attention to detail and flexibility in prioritization.

### Role

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The Computer Support Specialist Performs a variety of application configuration and acts as liaison between the City and Tyler Technologies; incorporates business process changes; provides leadership and training for EnerGov users; integrates identified cross-functional efficiencies, and emphasizes problem-solving, effective communication, and efficient service to the public and the City; This is a single position classification requiring the skill and ability to implement, configure, program and maintain the EnerGov Land Management System. Bachelor's degree in Information Systems, Business, or related field; and three (3) years of experience with an information-based software system, including databases.

### Required Skills

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The responsibilities include fielding internal incidents to provide software support for city staff. This individual does not control the volume. Decision making is limited to the resolution of issues. Consequences of error carry a moderate risk to the organization. The impact is substantial, as clients have long-term contact with the members of Client Services which shapes their opinions of Tyler's products and services.

### Required Professional Skills

- Quickly grasp and employ domain concepts, software knowledge, and service-related behaviors.
- Provide service that consistently demonstrates product knowledge, a good work ethic, and respect for the client.
- Build rapport with clients to turn what may be a negative situation into a positive software service experience.

- Evaluate issue severity with regard to escalation and demonstrate a sense of urgency.
- Manage and prioritize multiple and often conflicting tasks.
- Demonstrate effective communication skills with a wide range of clients, both internal and external, from technical to non-technical and from managerial to clerical.
- Attain Help Desk Institute (HDI) Certification
- Adapt to changing products and environments. Demonstrate growing product knowledge and eliminate knowledge gaps in legacy, current and future products and services by means of self-study supplemented by formal education
- Performs other similar duties as assigned.

### Qualifications

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- BS/BA degree in related field or equivalent work experience is required.
- Demonstrated ability to maintain a positive, professional attitude and an aptitude for service is required.
- Excellent verbal and written communication skills, and the interpersonal ability to effectively work with clients on technical and business issues is required.
- Excellent analytical and problem-solving skills are required.
- Ability to plan, organize and implement duties to meet sometimes stressful deadlines
- Ability to follow and direct others to follow safe work practices
- Ability to prepare and maintain records and reports
- Experience in business process solution software for local governments and public agencies is desired.
- Familiarity with related business terms and principals is desired
- Proficiency using computers; exposure to relational databases or SQL is desired
- Ability to establish and maintain cooperative relationships with others contacted in the course of work; ability to supervise, train and evaluate the work of others also may be required
- Valid Georgia motor vehicle operator's license required

### Training

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Qualified computer applications support professionals who do not possess past EnerGov experienced will receive training.

### Commitment

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The position is a full time. From time to time, work hours will include nights and weekends.

### Salary and Benefits

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The Collaborative offers a competitive salary and benefits package.

### Equal Opportunity Employer

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The Collaborative does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law. The firm will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

### Applying for the Position

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Please send cover letter and resume to [info@thecollaborative.com](mailto:info@thecollaborative.com). No phone calls please.