

MEMPHIS LIGHT, GAS & WATER DIVISION

<https://jobs.mlgw.org>

Job Recording (901)528-4241

OPENING DATE: JANUARY 12, 2018

CLOSING DATE: JANUARY 26, 2018

JOB TITLE: COMPUTER SOFTWARE SPECIALIST 3

DUTIES:

Apply advanced-level business and information technology system practices and/or project management methodology in analyzing information requirements to determine hardware/software solutions; develop project plans; and implement, develop or maintain enterprise information systems to meet project deliverables.

Bachelor's degree in Computer Science, Engineering, Information Systems **or** Business with a concentration in Information Systems **or** Math with a concentration in Computer Science **or** Bachelor's degree with a minimum of 12 hours college accredited Information Technology or Information Systems courses plus four (4) years of Division experience in database, computer hardware/software, mainframe, networking, programming or system analysis skills depending on departmental need. Must meet proficiency requirements. Must have a 3 rating for two (2) consecutive years as a Computer Software Specialist 2 or a 4 rating in last year as a Computer Software Specialist 2. Must have at least one (1) year of demonstrated experience as the primary support person for a particular system or application and at least demonstrated knowledge and skills in one (1) or more of the fields listed below. Experience and knowledge requirements will vary according to area and departmental needs. **Desktop Support:** Windows Desktop operating system, Microsoft Office Suite. **Database:** Oracle, Microsoft SQL Server. **Interactive Voice Response:** Experience with IVR, Dual-Tone Multi-Frequency (DTMF) & Speech Recognition (Directed & Natural Language, i.e. vXML), Computer Telephony Integration (CTI), IVR call flow design and development, & voice user interface design (VUI). Demonstrated ability with Contact Center software such as: Genesys IVR/Contact Center Solutions, Cisco IVR/ Unified Contact Center Solutions, IBM WebSphere Voice Response, Nuance, NICE, Avaya; workforce management software, such as Verint; and audio software tools, such as Audacity, Sound Forge, or VLC.

Works inside under good conditions. Subject to sitting for long periods of time at computer terminals, eye fatigue, grasping/reaching for technical manuals/printouts and distinguishing color, and occasional light lifting, bending, stooping/crouching to load computer equipment, paper and carry materials.

CANDIDATES ACCEPTING EMPLOYMENT WITH MLGW MUST LIVE AND MAINTAIN THEIR RESIDENCE WITHIN THE BOUNDARIES OF SHELBY COUNTY, TENNESSEE WITHIN SIX MONTHS OF THEIR EMPLOYMENT DATE.

EOE M/F/D/V

TO APPLY FOR THIS JOB GO TO:

<https://jobs.mlgw.org>