

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: Computer Support Specialist

Position Number: 20013, 55220, 53213, 57220, 51220

Location: Statewide

Department: Transportation

Division and Bureau: Information Services Division/Business Operations Bureau

Section and Unit: Computer Support

Job Overview:

Under the joint direction of the Information Services Division (ISD) and associated District Office, the Computer Support Specialist provides technical assistance to employees of the Montana Department of Transportation. The incumbent in this position will be called upon to provide advanced technical assistance in support of software, hardware, and networking tools used by the department's employees. The Computer Support Specialist will perform research on the feasibility of acquiring new products, and services, and make recommendations to bureau management. The specialist will research and make recommendations on the necessity and timing of software upgrades, and make appropriate recommendations to bureau management. The position also develops training materials and conducts formal technical and computer training, both in the classroom and one-on-one, for MDT employees. The position is based out of the associated District office, and will be the sole ISD resource present in the District.

The position will also schedule, conduct, and coordinate computer software and hardware installation and configuration; perform setup procedures for new equipment and installs, customize, and ensure accurate operation of software packages and hardware on personal computers; customize and troubleshoot applications when problems occur and ensure compliance with MDT network standards. The specialist also provides network support in the district as needed to maintain network access for all computer users. The position provides primary support for all hardware, software, and network resources in the district. This position is also required to travel to departmental section and area offices.

This position researches requests and problems for departmental employees as needs arise, and provides technical assistance to other technical personnel to facilitate dynamic computer system, network, or application problem solving for end users.

Essential Functions (Major Duties or Responsibilities):

Information Systems Support – 70%

This position is located in a District Office, and under the joint direction of the Information Services Division (ISD) and associated District Office, provides technical support in response to requests from MDT technology consumers regarding computer systems, hardware and software. The incumbent will also develop and implement work plans and priorities in conjunction with headquarters and district management to perform the following support tasks:

Systems Support

- Provide advanced technical support and problem resolution to MDT staff, other state personnel and MDT associates regarding MDT technology systems
- Lead or participate in technology related projects
- Serves as first point of contact to resolve hardware, software, application, and networking components used within MDT
- Ensures compliance with departmental and statewide data processing policies, practices, and standards
- Keep current with State of Montana and MDT IT policies, procedures and standards
- Stay abreast of current information technology matters, including emerging hardware and software releases; analyze the impact to the MDT and provide input on future direction
- Schedules, conducts, and coordinates computer software and hardware installation and configuration to meet end-user and departmental needs
- Assists in user management tasks throughout the identity management life cycle (e.g. active directory responsibilities)
- Stays abreast of support or service management trends
- Develops setup procedures for new equipment
- Install, customize, and ensure accurate operation of software packages and hardware on personal computers by following directions provided in installation manuals
- Responsible for keeping IT asset inventory updated

Problem Resolution

- Analyze and employ diagnostic tools and methods to identify the nature of specific problems, which could involve a wide variety of equipment and technology
- Research requests and problems for departmental employees as needs arise

- Quickly research and respond to diverse and evolving departmental needs to solve problems encountered in software products used and supported by the department
 - define solutions in a manner easily understood by any level of user
 - document technical issues and accepted solutions in service management software
 - follow-up with customers to ensure issues have been resolved
- Assist and recommend best practice solutions to customers in the application of office automation technology

Customer Support

- Effectively communicate with all levels of employees, management and colleagues
- Provide support to MDT district computer end users with assistance and direction in using a wide variety of information systems equipment
- Serve as the point of contact between the District and Headquarters for IT issues
- Responsible for communicating changes in systems, training, etc.
- Provide network support in the district as needed to maintain network access for all users
- Provide technical assistance to other technical personnel to facilitate dynamic computer system, network, or application problem solving for end users
- Respond to written, verbal and electronic end user inquiries regarding computer software and hardware operation
- Provide quality service in adherence to established IT service management standards

Application Coach and Training - 30%

The Computer Support Specialist is responsible for providing formal technical training and application coach functions.

Group Instruction

- Design materials for technical computer training of MDT personnel
- Work with business contacts in assessing agency technology training needs
- Oversee the management and provision of third party E-Learning content to MDT personnel
- Provide technical computer training to MDT personnel
- Provide training on supported software to MDT personnel
- Write technical training manuals

Individual Instruction

- Instruct users in the use of computers and related equipment
- Instruct users in the use of supported software applications
- Make suggestions and recommendations to MDT staff on how to be more efficient in the use of computer systems

- Function as an application coach in learning and instructing MDT staff on diverse software products

Supervision

The number of employees supervised is: 0

The position number for each supervised employee is: n/a

Physical and Environmental Demands:

In addition to functioning in a typical office environment, this position will be expected to have the ability to lift up to 50 pounds, drive a vehicle to various MDT locations throughout the state as required, and install and troubleshoot computer equipment that may be located under desks, behind other office furniture, or in other places requiring flexibility to access.

Knowledge, Skills and Abilities (Behaviors):

The position requires developed knowledge of computer information systems, personal computers, printers, scanners and other computer peripherals; common office productivity software such as word processing, spreadsheets, email, presentations and collaboration tools; personal computer operating systems such as Windows; principles of computer networking; and customer and personal service.

This position requires advanced troubleshooting, complex problem solving, analytical, critical thinking and deductive reasoning skill. Must have active listening, instructing and service orientation, speech clarity and recognition, analysis and quality control in order to interact effectively with the full spectrum of contacts on an ongoing basis.

Minimum Qualifications (Education and Experience):

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to Bachelor's Degree in Computer Science, Information Systems, or a related field.

This position requires a minimum of 2 years of experience in computer systems administration or information technology support experience, including hardware deployment, software installation,

configuration and management. Experience with group and individual information technology instruction preferred.

Certifications, licensure, or other credentials include: n/a

Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

Special Requirements:

List any other special required information for this position

☒ Fingerprint check ☒ Valid driver's license

☒ Background check ☐ Other; Describe

MFPE Union Code

Safety Responsibilities

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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Administrative Review	Title	Date
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My signature below indicates that I have read this job description.

Employee	Title	Date
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Human Resources Review

Job Code Title: IT Systems Support 1

Job Code Number: C1F011

Level: 1

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

☐ FLSA Exempt

☒ FLSA Non-Exempt

☒ Telework Available

☐ Telework Not Available

☒ Classification Complete

☐ Organizational Chart attached

Human Resources:

Signature

Title

Date