

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: IT Systems Administrator/Endpoint Management Specialist

Position Number: 25007, 81052, 81106, 81117

Location: Helena

Department: Transportation Division and Bureau: ISD, Technical Operations

Section and Unit: Operational Support

Job Overview:

This position manages endpoint hardware and software throughout MDT. Hardware related duties include researching, evaluating, configuring, deploying, maintaining, and disposing of endpoints, printers, and other computer related hardware. Software management tasks include tracking existing software installs and licenses, creating automated deployment tasks, and monitoring and maintaining systems used for automated deployment. Additional duties include testing software for compatibility with existing operating systems and other installed software, planning, designing, testing, and completing future software migrations.

This position also provides technical support to MDT computer users and ISD staff on computer hardware and software issues. This involves answering technical questions, providing direction, and determining appropriate responses, including referrals to other personnel. Provides high-level assistance and technical analysis for department users to ensure employees are adequately supported to use applications appropriate to their jobs. This involves responding to, troubleshooting, and coordinating resolution of user problems.

Essential Functions (Major Duties or Responsibilities):

Technical Operations Responsibilities

90%

Level 1 requires the incumbent to perform the following technical operations duties as it relates to managing endpoints, software, mobile devices and printers:

- Assists customers to diagnose, troubleshoot, and solve endpoint and/or software problems.
- Provides tier 2 support functions, with a focus on Customer Service. Assists tier 1 support staff when needed.
- Performs administrative tasks on endpoints using utilities for troubleshooting and managing devices.

- Performs routine maintenance of all endpoints regardless of O/S.
- Creates, tests, and delivers standard/base and business unit specific images for production on MDT PC's, laptops and tablets.
- Creates, tests and delivers software packages for automated or manual installs on MDT endpoints statewide.
- Develops documentation for duties as assigned.
- Leads small project efforts (less than 2 months), with limited supervisor direction.
- Works with the tier 3 team when escalation is required for problem resolution.
- Aids in tracking of MDT assets inventories and software license management. Assists in managing endpoint lifecycle from purchase through recycling.
- Assists higher level staff and/or management with consultant and vendor interaction.
- Assists with training activities.
- Implements or directs the implementation of changing desktop operating systems.
- Performs testing with 'use case' scenarios including recovery failures.
- Develops and writes procedures for installation, use, trouble shooting of common hardware & software; techniques for unique MDT hardware and software (RWIS, camera equipment, etc.)
- Provides patch testing, impact analysis and recommendations for implementation on endpoints; Business applications security analysis and recommendations
- Performs administration duties on the AirWatch MDM/EMM platform. Manages MDT mobile devices.
- Uses endpoint management systems to administer endpoints (phones, tablets, laptops, desktops) statewide and to automate support tasks where possible and practical.
- Participates in maintaining and managing printers deployed statewide and the managed print programs.
- Uses ticketing and document management systems to document all work and processes.
- Follows escalation procedures and change management processes.

Level 2 requires the incumbent to perform all the tasks for Level 1 plus the following:

- Leads large (2+ months) project efforts; successfully follows the documented project lead expectations duties and roles without regular supervision.
- Considers long-term requirements when recommending hardware, software, mobile, and OS options for the agency.
- Prepares specifications for new equipment, obtains quotes, and ensures accuracy and compatibility with existing systems.
- Develops understanding of MDT applications and their inter-relationship and impact on the infrastructure.

- Interacts with customers to understand their endpoint needs/requirements and works with management to identify and implement the changes/processes necessary to accommodate them.
- Participates with the Systems group when setting OS level policies and restrictions to ensure successful implementation without hindering productivity.
- Aids in the investigation, planning, documentation, implementation, and maintenance of unique MDT computer hardware and software (i.e. Aerial photography, Survey, CADD, etc.)
- Acts as a mentor and/or Subject Matter Expert (SME) on all aspects of the Operational Support workgroup. Assists in training and knowledge transfer with other staff as needed or as requested.
- When making changes, considers the impact of all changes on the project itself, on the existing software, hardware and networking resources, and on other projects. Effectively estimates the impact of the change in all areas.
- Manage communications among vendors and contactors. Works with management to develop and negotiate contracts where applicable.
- Assists management with business process improvements, cost saving initiatives, and research and development.
- Participates in updating and creating policies and procedures that apply to the Operational Support workgroup.

Other Duties as assigned

10%

The employee will be tasked to perform a variety of other activities within ISD from time-to-time.

Supervision

The number of employees supervised is: N/A

The position number for each supervised employee is: N/A

Physical and Environmental Demands:

- This position functions in a typical office environment.

Knowledge, Skills and Abilities (Behaviors):

- Computers and electronics
- Customer service standards
- Project planning and management
- Analytical methods
- Knowledge of the principles and practices of computer science, data management products, computer operating systems and equipment, and skill in interpersonal communication.
- Project management; business process analysis and documentation; planning and organizing; drawing conclusions and making recommendations

- Manage complex system administration and development projects
- Manage change in an atmosphere of rapid technology change
- Effective communication
- Troubleshooting
- Problem solving

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 or a related field.

The level of experience for a Level 1 IT Systems Administrator/End Point Management Specialist with the BA degree in Computer Science requires a minimum of 0 years of experience.

The level of experience for a Level 2 IT Systems Administrator/End Point Management Specialist with the BA/BS degree in Computer Science requires a minimum of 2 years of experience.

The level of experience for a Level 3 IT Systems Administrator/End Point Management Specialist with the BA/BS degree in Computer Science requires a minimum of 4 years of experience.

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.

- | | |
|---|--|
| <input checked="" type="checkbox"/> Fingerprint check | <input checked="" type="checkbox"/> Valid driver’s license |
| <input checked="" type="checkbox"/> Background check | <input type="checkbox"/> 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

Human Resources Review

**Job Code Title: IT System Administrator/Endpoint Management Specialist Job Code
Number: C1E011 Level: 1, 2.0, and 2.1**

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

- | | |
|---|--|
| <input type="checkbox"/> FLSA Exempt | <input checked="" type="checkbox"/> FLSA Non-Exempt |
| <input checked="" type="checkbox"/> Telework Available | <input type="checkbox"/> Telework Not Available |
| <input checked="" type="checkbox"/> Classification Complete | <input type="checkbox"/> Organizational Chart attached |

Human Resources:

Signature	Title	Date
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