

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: Endpoint, Software Management & Network Support Supervisor

Position Number: 81019

Location: Helena

Department: Transportation

Division and Bureau: ISD / Infrastructure & Ops Bureau

Section and Unit: Endpoint, Software Management & Network Support Section

Job Overview:

This position directs and manages the end-point management, software delivery, and network support teams of the Information Services Division. The end-point management team and software delivery team have four support staff who are responsible for hardware and software procurement and acquisition; setup, configuration, installation, and testing; and mobile device procurement and management. The Network Support team has six support staff responsible for installation and support of server operating systems and infrastructure of the statewide MDT network. Duties include Systems and network monitoring, planning, design, and maintenance; Server management, Data storage, backup, recovery, and archival planning; System and storage research and planning; Disaster recovery; Network communication solutions; and File and system security. This position reports directly to the ISD Infrastructure and Operations Bureau Chief and supervises 12 employees.

Essential Functions (Major Duties or Responsibilities):

Strategy, Planning, and Implementation – 70%

- Ensure all systems follow state and federal requirements and laws. Establish and manage, in conjunction with the Infrastructure and Operations Bureau Chief, the team's vision, mission, goals, objectives, and priorities.
- Establish goals, priorities, and objectives for MDT computer systems and networking as part of a comprehensive strategic plan for the section. Assess and apply new technologies for the department business plan; design and maintain systems to meet user requirements, maintain compatibility and integration, and forecast future system and network needs.

- Plan and direct software/hardware network upgrades based on industry technology trends, business needs, and costs.
- Works closely with the Department of Administration, SITSD technical staff supporting MDT's network infrastructure and ongoing network changes for MDT and the State of Montana.
- Assist manager with developing MDT computer-oriented policies and procedures affecting Infrastructure and Network Operations
- Assist manager with developing the technical budget each biennium for MDT.
- Responsible for reviewing and providing guidance on all agency Information Technology Procurement Requests.
- Ensure the infrastructure is stable and sound, minimizing disruption to users and MDT business processes.
- Plan and direct staff responsible for managing, maintaining, and monitoring network servers and thousands of MDT endpoint devices and applications across the state. Balance work assignments among various staff to ensure adequate and effective use of agency resources. Coordinate major application support activities, operating system and network upgrades, modifications, and configuration changes.
- Oversee the troubleshooting and repair of all infrastructure and network communications systems.
- Responsible for planning, procuring, and management of new end-point devices for the annual replacement cycle.
- Monitor customer satisfaction with services provided by the section. Maintain contact with customers to assess needs. Anticipate changes in customers' business processes and assist in assessing future service needs.
- Responsible executing daily backups, disaster recovery processes and procedures, and ensure operations are efficient to meet business needs 24 hours a day, 7 days a week.
- Assist with planning and allocating the section budget by determining priorities, completing historical analysis, producing target spend items and estimating infrastructure growth.
- Implement automated workflows where possible to gain efficiencies and meet customer expectations.

Staff Supervision - 25%

- Directly manages professional staff by reviewing and revising overall work plans, priorities and procedures, and monitoring progress through regular meetings and consultations.
- Assist staff with technical assistance and guidance, provide new ideas and direction, and institutionalize proactive section leadership.
- Identify staffing needs, assist with recruiting, and hiring employees. Allocates staff to adequately support the on-going operations and activities of the section.

- Determine training needs of section staff through analysis of program effectiveness; new standards, specifications, technologies, and policies; and staff performance. Prepares, presents, or coordinates training through personnel specialists, training offices, or outside consultants.
- Establishes objective, measurable performance standards for section staff, evaluates the performance of positions directly supervised, and completes performance evaluations. Recommends, implements, and monitors corrective actions including discipline and termination. Enforces disciplinary policies to ensure consistency in the application of disciplinary actions.

Other Duties – 5%

Performs any additional duties identified by ISD management in support of the Department mission and objectives.

Supervision

The number of employees supervised is: 12

The position number for each supervised employee is: 25007, 25013, 44007, 81003, 81004, 81008, 81025, 81052, 81106, 81116, 81117, 82005

Physical and Environmental Demands:

Works in a typical office environment.

Knowledge, Skills and Abilities (Behaviors):

- Extensive knowledge with network servers, network storage, network communication solutions and technology, including satellite, WAN, LAN, SDWAN, disaster recovery, and network security.
- Extensive knowledge of endpoint management; software delivery; asset management, tracking, and procurement; network administration; and industry best practices and innovative technologies.
- Skill in program management and planning/organizing the work of other staff.
- Skills in contract, vendor, and procurement management.
- Excellent communication and negotiation skills.
- Ability to manage complex Information Technology projects.
- Ability to lead and motivate staff within an industry of constant innovation and change.

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 information technology management, business management, computer science, information systems or a related field.

This position requires a minimum of 4 years of experience in Network and Systems Administration or a related field. This position requires a minimum of 2 years of managing Network, Infrastructure, and Operations staff.

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 |
| none 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 Administrator Supervisor

Job Code Number: C1E01M

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