

# 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: Information Services Division / Infrastructure & Operations Bureau**

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

### **Job Overview:**

These positions manage 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.

These positions also provide 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. These positions report to the section supervisor and do not supervise others.

### **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, and techniques for unique MDT hardware and software.
- 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.
- Reviews cybersecurity scan results, identifies vulnerabilities present in the environment, prepares remediation packages and deploys patches or new software versions.
- 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            10%**

Perform a variety of other duties and activities as assigned by the supervisor, Bureau Chief and Administrator in support of the Department mission and objectives.

**Supervision**

The number of employees supervised is: N/A

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

**Physical and Environmental Demands:**

This works in a typical office environment.

**Knowledge, Skills and Abilities (Behaviors):**

- Knowledge of project planning and management.
- Ability to utilize analytical methods.

- Knowledge of the principles and practices of computer science, data management products, computer operating systems and equipment, and skill in interpersonal communication.
- Skill in business process analysis and documentation; planning and organizing.
- Ability to come to sound conclusions and making recommendations.
- Manage complex system administration and development projects.
- Manage change in an atmosphere of rapid technology change.
- Effective communication, troubleshooting, and 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.

Level 2.1 requires a minimum of 2 years of related experience.

Level 2.2 requires a minimum of 4 years of related 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.

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|---|---|
| <input checked="" type="checkbox"/> Fingerprint check | <input 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.

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|                             |              |             |
|-----------------------------|--------------|-------------|
| <b>Immediate Supervisor</b> | <b>Title</b> | <b>Date</b> |
|-----------------------------|--------------|-------------|

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| <b>Administrative Review</b> | <b>Title</b> | <b>Date</b> |
|------------------------------|--------------|-------------|

My signature below indicates that I have read this job description.

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**Employee**

**Title**

**Date**

**Human Resources Review**

**Job Code Title: IT System Administrator 1      Job Code Number: C1E011**

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:**

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| <b>Signature</b> | <b>Title</b> | <b>Date</b> |
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