

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: System & Technology Support Specialist Position Number: 66318

Location: Helena Department: Transportation

Division and Bureau: Maintenance Division/Equipment Bureau Section and Unit: n/a

Job Overview:

This position is responsible for coordinating with other Department sections, state agencies and technical workgroups to ensure consistent and cohesive application of complex theories, methods, tools, and technologies as they relate to Equipment Bureau processes and risk management. This position is responsible for managing all systems within the Equipment Bureau. Responsible for researching, developing, reviewing, implementing, deploying and training for new technologies, practices, tools, and methods that promote economical, efficient, and quality Equipment Bureau processes and for system requirements . This position reports to the Fiscal and Motor Pool Manager

Essential Functions (Major Duties or Responsibilities):

Project/Program Management – 50%

- Directs multiple program and data and technology system projects concurrently or directs a single large or critical project. Determine assignments and when the project is system development related, work with direct supervisors to define work methods. Create the detailed project plan.
- Regularly communicate with Equipment Bureau Chief, Motor Pool Program Manager, staff, and stakeholders by providing updates on project progress, activity and difficulties on all project related efforts.
- Manage the triple constraints of time, cost, and scope for assigned projects. Balance each of these elements as necessary in each particular situation. Carefully regulate project scope by securing consensus on what changes can be managed.

- Implement and follow a change management process on all projects. Consider impact of all changes on the project itself, on the existing staff, current business processes, software, hardware, and on other projects. Effectively estimate the impact of the change in all areas. Identify and, if necessary, implement project contingency plans to account for possible project obstacles.
- Provide Quality Assurance to ensure the project is meeting the identified needs, expectations, and requirements of customers and stakeholders, following project management guidelines. Create and present Quality Assurance plans to the Motor Pool Program Manager, customers, and stakeholders.
- Ensure the project meets all the end users established and agreed upon goals. Track project activity and expenditures against plans.
- Oversee (organize, direct, review, and approve the work of others in the performance of) project delivery; assemble project teams, assign individual responsibilities, identify appropriate resources needed, and develop schedules to ensure timely completion, coordinate staffing needs with the Motor Pool Program Manager.
- Ensure applicable state and federal laws, rules and regulations compliance in all project efforts.
- Direct a team to translate the requirements into software and/or business phases and activities to implement the solution. The position will ensure the necessary project training of users and assess user satisfaction with the completed project.

Research, Development and Innovations Implementation - 50%

- Research, develop, review, and recommend implementation strategies for new technology and advancements related to the Equipment and Motor pool programs and systems that may affect MDT operations.
- Develop solutions to Equipment Bureau problems and identify new approaches and developments to ensure that contemporary and cost effective practices and solutions are implemented at MDT.
- Initiate and champion research and innovations projects in cooperation with other MDT sections. Develop and direct technical oversight committees.
- Develop guidance and deployment strategies to ensure research and experimental features are applied and practiced appropriately. Direct and provide training and coordinate activities among other state agencies, sections, bureaus, districts, and contractors.
- Determine equipment, computing and software procurement needs to support innovations implementation.
- Identify and pursue grants, favorable shares, and other funding opportunities to support testing and implementation of innovations.
- Actively represent the Equipment Bureau on multi-disciplinary deployment teams.

Supervision

The number of employees supervised is: 0

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

Physical and Environmental Demands:

- Light lifting (less than 20 lbs.)
- Working in the typical office environment
- Traveling by car to in-state project locations
- Communicating Maintenance Division concepts to multiple levels throughout MDT
- Interpreting complicated technical papers, manuals, publications and reports

Knowledge, Skills and Abilities (Behaviors):

Knowledge of the principles of systems analysis and design and business process analysis; quality assurance and business process improvement methods; project management activities including work breakdown structures and detailed project plans; change management, team building and stakeholder management.

Ability to develop effective techniques and procedures to achieve goals and objectives; to provide clear directions, technical assistance, training and guidance to team members; to assess complex and rapidly changing technological issues and national trends; identify root causes of problems and develop alternative solutions; confidently challenge the status quo by experimenting with new ideas; to accurately apply Maintenance Division standards and project requirements to specific circumstances; to evaluate multiple and ambiguous factors to resolve problems; to determine appropriate responses to computer system design problems and deficiencies with minimal assistance or precedent; to communicate effectively orally and in writing; to make presentations to the public; to demonstrate leadership by recognizing and initiating activities to accomplish objectives, motivate associates and peers, and create a positive work climate; to work effectively in a high stress and multi-task environment.

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 Business Administration, Education, Project Management, Computer Science or a related field.

This position requires a minimum of 2 years of experience in project or program management, business analysis, or a related field.

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

- | | |
|--|---|
| <input type="checkbox"/> Fingerprint check | <input type="checkbox"/> Valid driver's license |
| <input 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
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Human Resources Review

Job Code Title: Program Specialist 2 Job Code Number: B1J012 Level: 2

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 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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