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: 20016, 81012, 81104**

Location: Helena

Department: Transportation

Division and Bureau: Information Services Division/Infrastructure and Operations Bureau

Section and Unit: Customer Support Section

Job Overview:

The Computer Support Specialist provides intermediate technical assistance in support of software, hardware, and networking tools used by employees of the Montana Department of Transportation. The position also develops training materials and assists with formal technical and computer training, both in the classroom and one-on-one, for MDT employees, and mentor's junior computer support staff.

The position will also assist with scheduling, conducting, and coordinating of computer software, 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.

Essential Functions (Major Duties or Responsibilities):

Information Systems Support - 80%

The Computer Support Specialist is responsible for providing intermediate technical assistance and support related to Montana Department of Transportation computer systems, hardware and software. The incumbent responds to inquiries, isolates and diagnoses complex technology related problems, and determines and implements solutions to computer related issues.

Systems Support

- Provide intermediate technical support to MDT staff, other state personnel and MDT associates regarding MDT technology systems
- Participate in technology related projects
- Install, set up and move computer-related equipment for employee use; verify all cables and peripheral equipment are connected properly, and essential software is functional
- Keep current with State of Montana and MDT IT policies, procedures and standards
- Ensure reliable operation of equipment by completing preventive maintenance tasks
- Maintain and further personal technical knowledge by attending webinars, workshops, training and reviewing pertinent technical articles and publications
- Maintain daily performance of MDT computer systems
- Execute diagnostic programs and tools to evaluate and resolve hardware, software, and network problems
- Have the knowledge to assist with all MDT supported software
- Principle aid in hardware and software developments
- Participates in maintaining and managing printers deployed statewide and the managed print programs.

Problem Resolution

- Respond to complex user inquiries regarding software and hardware issues, including computers, mobile devices, printers, scanners, etc.
- Gather information through oral and written communication, observation and research
- Analyze information and evaluate available options
- Ascertain and diagnose a wide variety of complex problems over the phone or via electronic communication, identify appropriate resolution(s), and provide customers the steps to correct the problem(s)
- Document technical issues and accepted solutions in service management software
- Follow up with customers to ensure issues have been resolved
- Gather feedback from customers about computer usage
- Escalate major hardware, software or information systems and application issues to appropriate technical staff

Customer Service

- Friendly, courteous and respectful toward customers
- 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 Coaching and Training - 20%

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

Group Instruction

- 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, related equipment, and 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:

Physical and Environmental Demands:

Responsibilities require the incumbent to work the majority of their time within predetermined timeframes. Some work will require after hours or weekend activity to ensure minimal impact to the agency user community. The predominate work is performed in an office setting during normal working hours and often requires the incumbent to sit for extended periods of time while working at a desk and computer. Limited day and overnight travel may be required to support equipment in different site locations. Lift up to 50 lbs.

Knowledge, Skills and Abilities (Behaviors):

The position requires intermediate knowledge of:

- personal computers, printers, scanners and other computer peripherals
- office productivity software such as word processing, spreadsheets, email, presentations and collaboration tools
- personal computer operating systems such as Microsoft Windows
- principles of computer networking; and customer and personal service.
- skill in intermediate troubleshooting, complex problem solving, analytical and critical thinking as well as deductive reasoning skill.

o   Demonstrate active listening skills and service orientation. Speech clarity and recognition, analysis and quality control in order to interact effectively with MDT staff and customers 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 related degree.

This position requires a minimum of one (1) year work related experience. Specifically, the 1 year of experience in computer systems administration or information technology support experience, including hardware and software troubleshooting, hardware deployment, software installation, configuration and management.

Alternative qualifications include: relevant experience in computer systems administration or information technology support experience, including hardware and software troubleshooting, hardware deployment, software installation, configuration and management may be substituted on a year-for-year basis for the required college degree.

Special Requirements:

☒   Fingerprint check   ☒   Valid driver's license

☒   Background check   ☐   Other; Describe

MPEA 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.

<u>Signatures</u>

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

Immediate Supervisor   Title   Date

Administrative Review   Title   Date

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

Employee   **Title**   **Date**

Human Resources Review

Job Code Title: IT System Support 1.1   Job Code Number: C1F011   Level: 2

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**