



**STATE OF MONTANA
SECRETARY OF STATE'S OFFICE
JOB PROFILE AND EVALUATION**

SECTION I - Identification

Working Title: IT Help Desk Lead

Department: Secretary of State

Class Code Number: 151415

Division/ Bureau: Management Services

Class Code Title: Computer Support Specialist

Section/ Unit: Technology Services

Pay Band: 5

Work Address:

1236 6th Ave.

Helena, MT 59601

Position Number: 66041

Phone: 444-?

FLSA Exempt

FLSA Non-Exempt

Profile Completed By: Mark Van Alstyne

Work Phone: 444-4243

Work Unit Mission Statement or Functional Description:

The Secretary of State is one of six executive branch officers originally designated by the Montana Constitution of 1889. The duties of the secretary of state include: interpreting state election laws and overseeing elections; maintaining the official records of the executive branch and the acts of the legislature; reviewing, maintaining, and distributing public-interest records of businesses and nonprofit organizations; filing, publishing, and maintaining administrative rules adopted by state departments, boards and agencies; attesting to the governor's signature on executive orders, proclamations, resolutions, extradition papers, and appointments; preserving the state seal; filing and maintaining records of secured financial transactions, such as liens; serving on the state Board of Land Commissioners and the Board of Examiners; and commissioning notaries public. The Secretary of State's Office is divided into four divisions: Elections, Business Services, Administrative Rules and Management Services, and Records Management.

The Information Technology unit, within the ARMS Division, provides agency IT support for local and wide area network computer and software systems. This involves developing and maintaining all computer systems and connections; acquiring, modifying, configuring, installing and repairing as needed hardware and software; providing responsive and reliable daily technical and operational support including location, diagnosis, and correction of operational errors; acquiring and replacing obsolete IT equipment; developing training materials and training users; and development and maintenance of the agency web site.

Describe the Job's Overall Purpose:

This position serves as MT Votes Help Desk technical lead worker and end-user technical support. The statewide voter registration system (MT Votes) is a Web-delivered application for all 56 county clerk and recorder offices in Montana. It allows counties to register eligible Montana voters and administer statewide and local elections from a central database and application. With over 250 remote users, the MT Votes help desk is a critical function to supporting elections within the Secretary of State's Office. The help desk lead worker is responsible for ensuring that all problems reported to the help desk are ultimately resolved – whether immediately or after escalation to application support or to the change control board. This position is also responsible for ensuring that user acceptance testing occurs successfully for all items in the change management process. In addition, this position is responsible for providing technical end-user support for other Secretary of State divisions and work units, which requires cross-training on other hardware, software and network configurations. This position reports to the Information Technology Unit Manager, and directly supervises one FTE.

SECTION II - Major Duties or Responsibilities

% of Time

A. MT Votes Help Desk Technical Lead Worker

50%

The Montana Votes Help Desk technical lead worker position provides critical elections support for the Montana Votes initiative by ensuring all problems reported to the help desk are ultimately resolved, overseeing the software change management process, and ensuring that user acceptance testing occurs successfully for all items in the change management process. This is provided by:

1. Ensuring a high availability of help desk phone and e-mail coverage in order to serve customers by coordinating schedule with other help desk staff. In case of multiple absences, coordinate with IT manager to make sure coverage is available. During a statewide primary or general election, coordinate schedules to ensure extended availability before and after normal business hours, and remain on-call via cell phone to handle calls outside the extended hours.
2. Identifying and analyzing customer needs and system problems related to hardware, software and network components. Customers are mostly non-technical county elections officials.
3. Prioritizing customer requests and issues based on severity of problem, complexity, estimated time to resolve, etc., to ensure help desk staff and other resources are working to resolve the appropriate issues. This requires constant communication with the customer, IT Manager, elections staff and the change control board, which monitors the formal change control process.
4. Assigning or routing issues to other IT or elections staff, and following up to make sure the issue is ultimately resolved. Other IT staff may include IT manager, programmer, systems analyst, database administrator, or network administrator. Other elections staff may include the elections deputy or elections specialists.
5. Managing user security rights and roles.
6. Monitoring the performance of the MT Votes application using diagnostic tools, and reporting problems to the IT Manager, software vendor, and DOA ITSD data center support personnel.
7. Installing, configuring and troubleshooting software/hardware components, including printers, workstations, workstation operating systems, application software, and other shared resources.
8. Developing solutions to correct problems using knowledge of current network configurations, operating systems, software configurations, and equipment associated with local and wide area

networks. This involves working closely with the IT Manager, software vendor, and DOA ITSD data center support personnel, as well as researching possible solutions outside these resources.

9. Ensuring that system services, upgrades, implementations and problem resolution are complete and timely. This requires constant communication with the software vendor, DOA ITSD, and other service providers.
 - a. Managing software change process with the county change control board, the elections deputy, and the software vendor, ensuring the integrity of the testing, approval and implementation procedures.
 - b. Ensuring that thorough testing of software changes have taken place and is documented before release to the county testing group. This may involve assigning items for testing to help desk or elections staff.
10. Researching hardware, software and networking issues known in the computing industry that may affect the MT Votes environment. This includes drafting recommendations to the IT Manager, Elections Deputy and change control board, as well as special project planning and implementation.
11. Establishing back-up, failover and disaster recovery procedures in conjunction with DOA ITSD to ensure that services are available to all MT Votes users. This also includes drafting recommendations to the IT Manager, Elections Deputy and change control board, as well as special project planning and implementation.

B. End User Support

35%

This position is also responsible for providing technical end-user support for other Secretary of State divisions and work units, which requires cross-training on other hardware, software and network configurations in addition to MT Votes. This position provides this support by:

1. Responding to support requests from users with the goal to ensure minimal loss of staff time and functionality.
2. Prioritizing support requests to ensure that the appropriate issues are being addressed.
3. Asking questions and employing diagnostic tools and methods to clearly identify the nature of the problem, which can involve a wide variety of equipment and technology.
4. Diagnosing, analyzing and resolving end-user problems with applications, the network, systems software, and hardware.
5. Developing end-user and technical training materials, and provides both one-on-one and group training using knowledge of training concepts and principles, the target audience, and the Secretary of State systems.
6. Developing solutions to fill requests for customized information, such as data queries, extracts or reports, by creating special-purpose programs, data extracts, database queries or macros, or writing data conversion routines and executing file downloads.
7. Researching hardware, software and networking issues known in the computing industry that may affect the Secretary of State systems environment. This includes drafting recommendations

to the IT Manager and SOS management team, as well as special project planning and implementation.

C. LINE SUPERVISOR

10%

Directly (line) supervises one help desk FTE. This involves assigning and reviewing work, training, establishing performance standards and evaluating performance. This work requires knowledge of supervisory principles and practices, SOS and State Personnel policies, procedures, and precedents, organizational theory, employment law, and program requirements.

1. Assigns work to subordinate according to individual job description, needs, and abilities. Interprets, monitors, and implements work plans, policies and procedures. Provides direction on all job functions. Revises priorities as necessary, and monitors progress through regular communication with subordinate. Disseminates information to staff and coordinates projects.
2. Establishes objective, measurable and observable performance standards for subordinate staff. Monitors and manages the performance of subordinate (position #66042) and completes performance appraisals. Ensures subordinate complies with State and departmental personnel rules, regulations, and policies.
3. Reviews employee work products for compliance with quality, quantity, and other standards. Assists subordinate staff in solving complex aspects of work assignments.
4. Prepares, presents or coordinates training for subordinates by assessing staff input and program requirements, professional development needs and budget limitations, arranging training to meet these needs, and ensuring the efficient implementation of training programs. Assesses the effectiveness of training activities, and modifies programs as appropriate.
5. Identifies customer expectations for services provided by the work unit, and ensures customer needs and expectations are addressed in work plans and staff performance appraisals. Monitors the achievement of work unit objectives and requirements and provides appropriate feedback, direction or corrective action to subordinates to ensure objectives are met.

D. OTHER DUTIES

5%

This position performs a variety of other duties as assigned by the supervisor in support of the agency mission and work unit objectives. This includes exchanging information with agency staff and the public; providing training, education, and professional and technical assistance; directing special projects; participating in ongoing training and educational programs; representing the SOS on multi-state working groups and committees; and performing a variety of other duties as directed.

2. *Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position include:*

Problems and decisions relate to continually resolving problems that occur during system operation. This requires the incumbent to identify and evaluate the nature of problem, determine effective solutions, implement any necessary modifications to resolve problems, and provide technical assistance and training to users to ensure competency.

3. *The most complicated aspect of this position is:*

The most complicated part of the job is the analysis, prioritization and resolution of SOS or MT Votes and other SOS system problems. This position is responsible for the final resolution of problems, regardless if another resource performs the actual resolution.

4. *Guidelines, manuals, or written procedures that support this position include:*

General parameters are provided by State information technology standards, SOS operating procedures, and technical system references. The incumbent is expected to modify or recommend alternatives to these parameters as necessary to meet specific SOS objectives. Available manuals include SOS operations manuals, MCA, ARM, and various software and system manuals and technical documentation.

5. *Which of the duties and/or specific tasks listed under 1. (above) are considered "essential functions" that must be performed by this position (with or without accommodations)?*

The following duties are considered essential functions because they require specialized expertise and skill and are the primary reasons the job exists:

- MT Votes Help Desk Lead Worker
- End User Support

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Lifting (less than 50 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Travel within the state to project locations, and out of state travel by airline to national conferences and meetings.
- Operating a personal computer
- Communicate in writing, in person, and over the phone

MENTAL

- Deal with customers on a regular basis
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Computing arithmetic operations
- Comparing data
- Compiling information
- Analyzing, Synthesizing
- Coordinating
- Negotiating
- Instructing

6. **Does this position supervise others?** Yes No

Number directly supervised: 1

Complexity level of the positions supervised: Band 4

Position Number(s) of those supervised: 66042

7. **This position is responsible for:**

- | | | | |
|--|--|---|------------------------------------|
| <input checked="" type="checkbox"/> Hiring | <input checked="" type="checkbox"/> Firing | <input checked="" type="checkbox"/> Supervision | <input type="checkbox"/> Pay Level |
| <input checked="" type="checkbox"/> Performance Management | <input type="checkbox"/> Promotions | <input checked="" type="checkbox"/> Discipline | |
| <input type="checkbox"/> Other: | | | |

8. **Attach an Organizational Chart.**

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

- Thorough knowledge of current PC technology and methods, including extensive technical experience in the application, capabilities and limitations of office automation, Windows operating systems, word processing, desktop publishing, PC database software, spreadsheets, and communications and host connectivity software and hardware components.
- Thorough knowledge in the use, maintenance, operation and systems design for PC hardware/software and peripheral equipment
- Thorough knowledge of the principles and techniques of office productivity software and Microsoft Office Products.
- Thorough knowledge of web services from development to hosting.
- Knowledge of Citrix Metaframe application hosting.
- Knowledge of Montana election rules.
- Knowledge of supervisory principles and practices, SOS and State Personnel policies, procedures, and precedents, organizational theory, employment law, and program requirements.

SKILLS:

This position requires:

- The ability to demonstrate advanced problem-solving skills.

- The ability to prioritize work and meet deadlines.
- The ability to explain moderate to complex technical issues both orally and in writing in a clear and concise manner understandable to managers and/or end users who lack technical backgrounds.
- The ability to establish and maintain a positive working relationship and rapport with fellow employees, other state agencies, customers, and the public.
- The ability to learn new software quickly with little or no assistance.
- The ability to interact effectively in a supervisory role with staff and management.

Behaviors required to perform these duties?

- **Verbal Communication:** Keeps appropriate individuals informed. Listens to others respectfully, understands or seeks clarification, and responds appropriately demonstrating tact and diplomacy. Expresses thoughts and ideas clearly.
- **Written Communication:** Writes clearly, logically and effectively using proper style, tone, grammar, spelling and punctuation.
- **Flexible at Work:** Responds positively to changes in direction, priorities, responsibilities, personnel or assignments. Works effectively in a variety of situations and with a variety of individuals or groups.
- **Working with Others:** Relates to others in an open and accepting manner; is approachable. Offers and accepts opinions constructively. Adjusts to how individuals and the work unit will react. Treats others with respect. Constructively resolves disagreements. Is open to others' ideas and gives credit and recognition to others.
- **Responsive to Work Needs:** Willing to perform different jobs, cross train, or assist wherever needed. Is aware of co-worker workload and responds accordingly.
- **Takes Action:** Takes effective and appropriate action to perform job duties without being reminded. Willingly accepts more responsibility or more work.
- **Forward Looking:** Suggests improvements and new ideas, technologies, and approaches. Willingly applies new and evolving ideas, methods, designs and technologies to work.
- **Efficiency and Focus:** Uses time effectively and prioritizes tasks. Is aware of workload and makes appropriate adjustments to meet deadlines and complete tasks. Handles interruptions or distractions and stays on task. Achieves goals.
- **Accuracy:** Ensures accuracy of work and makes corrections in a timely manner. Is conscientious and monitors own quality of work.
- **Attendance:** Arrives on time for work and demonstrates good attendance record.

- **Organizational Awareness:** Understands and follows the rules, policies and laws that govern work. Identifies key decision-makers; understands and respects the balance of authority. Acts in an ethical manner.

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Please specify the acceptable and related fields of study: Information Technology, Computer Science.

Required/Acceptable:

Related:

Other education, training, certification, or licensing required (specify): Citrix Metaframe, Windows operating systems.

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No prior experience required | <input checked="" type="checkbox"/> 3 to 4 years |
| <input type="checkbox"/> 1 to 2 years | <input type="checkbox"/> 5 or more years |

Other specific experience (optional):

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

- Yes No

Alternative qualifications include:

This position requires a Bachelor's Degree in Computer Science, or a combination of education and Information Technology experience equivalent to a Bachelor's Degree (one year of IT-related experience equals one year education).

SECTION IV – Other Important Job Information

Work is performed in a normal office environment, and the position requires the ability to communicate effectively in person, in writing, and over the phone. Work hours vary in complying with numerous deadlines, customer requests, interruptions and wide fluctuations in work volumes, and deadlines require the employee to be able to work under pressure for long periods of time.