

Office of State Budget and Management
Establish New, Receipt-Supported Positions
(S.L. 2008-107)

Agency: Office of Information Tech. Serv. **Division:** Desktop Support Services

Budget Code: 74660 **Center Title:** Desktop Support Services

Center Number: 7250 1000

***** Position Information *****

Proposed Classification: Technology Support Technician **Proposed Salary Grade:** NG

Salary Range: \$36,531-55365

Proposed Effective Date: 11/01/08

Number of Positions: 2 (Time Limited Positions of 1 year)

	<u>Center Authorized Budget</u>	<u>Current Request (Salary and Fringes)</u>
Total Budget	\$ 7,453,489	\$ 124,885
Receipts	<u>7,453,489</u>	<u>124,885</u>
Appropriation	\$-0-	\$-0-

Funding Source(s): ITS Billings

Justification for Position (including description of duties and responsibilities):

As ITS consolidates the desktop services of more agencies, we are finding that the work load in remote locations is increasing. As part of the consolidation we are moving to a regional deployment model for dispatching desktop technicians to consolidated agency locations. With the current amount of remote work in the Phase I and Phase 2 agencies, ITS has a need to increase the remote technicians from 6 to 8. This adjustment will enable us to adequately support the current consolidated customers in both Phase 1 and 2. The number of remotely deployed equipment is increasing as well due to the build out of additional DJJDP YDC centers.

Primary Purpose of the Position

This position provides technical assistance, provisioning, systems administration, and a wide range of second level support functions to end users. Employee interacts with all levels of staff from clerical to executive while performing technical-related tasks.

Description of Work:

50% Provisioning:

In response to end user service requests, the employee is responsible for building, configuring, delivering, deploying, moving, reconfiguring and removing client computing devices and associated software. This process requires the use of various tools and automated systems such as an end user request system, asset management system, accounting systems, imaging tools, migration tools, software distribution tools, change management system, and directory services. Provisioning tasks also often include the retirement of outdated equipment which requires the secure elimination of data and logistical management of the assets through the established state surplus process. Employee must manage a

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secure inventory of spare equipment and/or parts and maintain accurate physical inventory information of deployed equipment and software.

Associated tasks require maintaining a close working relationship with other ITS support organizations, including Telecommunication Services, Computing Services, and the Service Desk.

40% Break/Fix and Technical Support:

Employee is responsible for physically responding to incidents to incidents and service interruptions to client computing devices, software or services as reported to the Service Desk and/ or from automated monitoring systems. Completion of these activities requires proficiency with the ITS incident management (aka "ticket") system. Employee must prioritize individual tasks and interact with peers to distribute workload to ensure the team meets overall SLA measures. This position will occasionally need to escalate problems and manage relationships with other support groups and/or vendors.

10% System Administration:

Employees in this classification may be assigned one or more of the following administrative tasks: user ID provisioning, file/print server administration, anti-virus console administration, configuration management, software distribution, patch management, release management, asset management, surplus operations, fiscal accounting/reconciliation, and other administrative activities.

Statutory Reference for Request

Gordon Goeking

Presentation to be made by

Director of Client Services

Title



Agency Head Signature



State Budget Officer Signature