

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. Responsible for developing training materials and assists with formal technical and computer training, both in the classroom and one-on-one, for MDT employees. Assist with scheduling, conducting, and coordinating 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. These positions report to the Customer Support Supervisor.

Essential Functions (Major Duties or Responsibilities):

Information Systems Support 80%

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%

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: 0

Physical and Environmental Demands:

- Works in a typical office environment.
- Occasional work after hours or on the weekend to ensure minimal impact to users.
- Lift boxes and equipment weighing up to 50 pounds.

Knowledge, Skills and Abilities (Behaviors):

- Ability to operate and assist employees with personal computers, printers, scanners and other computer peripherals.
- Knowledge of office productivity software such as word processing, spreadsheets, email, presentations and collaboration tools.
- Knowledge of personal computer operating systems such as Microsoft Windows.
- Knowledge of principles of computer networking.
- Skill in intermediate troubleshooting, complex problem solving, analytical and critical thinking as well as deductive reasoning skill.
- Skill in active listening, 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 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: 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

☒ 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.

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: IT System Support 1

Job Code Number: C1F011

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