



**DUTY STATEMENT**  
 Department of Finance  
 Human Resources Office

*The Department of Finance's mission is to serve as the Governor's chief fiscal policy advisor and to promote long-term economic sustainability and responsible resource allocation.*

<b>NAME</b>		<b>EFFECTIVE DATE</b>	
<b>UNIT</b>	Information Services – Client Services	<b>POSITION NUMBER</b>	300-914-1402-005
<b>CLASSIFICATION</b>	Information Technology Specialist I		

**SCOPE**

Under the direction of the Modern Device Management Information Technology Manager I, the Information Technology Specialist I (Specialist I) performs a wide variety of tasks requiring exceptional problem-solving skills. The Specialist I supports multiple program areas, and plans, develop, and implement technological solutions that are essential to the mission of the Department, which impact the enterprise on a long-term or continuous basis in one or more of the Business Technology Management, Client Services, Information Security Engineering, Information Technology Project Management, Software Engineering, or System Engineering domains.

The Specialist I demonstrates competence and proficiency in a specialized analytical role, is accountable for work assignments and making decisions in support of program areas, is able to provide technical leadership and demonstrate a high degree of technical versatility and broad industry knowledge. Work performed at the Specialist I level involves isolating and defining unknown conditions, using technologies to resolve critical problems, and developing new applications using existing technologies. The Specialist I is expected to exercise independence in troubleshooting devices, maintains integrity, and makes decisions based on the expected level of expertise, will assist advanced IT experts in troubleshooting more complex problems related to the Department's business critical IT systems.

**ESSENTIAL FUNCTIONS**

45%	<p><b>Client Services</b></p> <ul style="list-style-type: none"> <li>• Microsoft 365 Administration (e.g. Microsoft Intune, Microsoft Configuration Manager, Microsoft Office 365)</li> <li>• Microsoft Entra Administration</li> <li>• Administration of enterprise asset management solution (WASP)</li> <li>• Administration of enterprise help desk ticketing system (Manage Engine)</li> <li>• Administration of enterprise remote assistance solution (TeamViewer)</li> <li>• Provide second-level support for end users providing support and information related to IT products and services provided to the Department</li> <li>• Develop, implement, and/or conduct training</li> <li>• Create, test, maintain, and deploy desktop images</li> <li>• Develop and maintain Client Services documentation</li> <li>• Ensure software/hardware complies with security policies</li> <li>• Manage client technology asset inventories</li> <li>• Perform user account management</li> <li>• Resolve and respond to client incidents or requests in a timely manner</li> <li>• Troubleshoot, track, and conduct root cause analysis of system/database/operational issues utilizing standard procedures until resolved or escalated</li> <li>• Provide consultation, resources, reference material, technical assistance, and training to the organization on all applicable State and Federal standards, rules, regulations, and public laws</li> <li>• Other job-related duties as required</li> </ul>
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<p>25%</p>	<p><b>Business Technology Management</b></p> <ul style="list-style-type: none"><li>• Complete formal Service Requests as necessary</li><li>• Provide IT consultation to business community to support business programs</li><li>• Coordinate and consult with users, administrators, and engineers to identify business and technical requirements for proposed system modifications or technology requirements</li><li>• Analyze, develop and document business and technical requirements for technology solutions and enablers.</li><li>• Track, monitor, and audit IT assets to maintain accountability using standard asset management tools and techniques in compliance with SAM and other applicable policies and regulations</li><li>• Analyze, develop, and document business processes utilizing industry best practices and standard methodologies</li><li>• Formulate, deliver, and coordinate education and communication to optimize the use of applied technologies using various instructional aids and communication media</li><li>• Implement policies, procedures, guidelines, and standards to ensure compliance with State and departmental rules and regulations utilizing various defined technology governance processes</li><li>• Coordinate project activities with other personnel or departments</li><li>• Schedule and facilitate meetings related to IT projects</li><li>• Notify appropriate parties of any actual or suspected compromise of personal, sensitive, and confidential information</li><li>• Other job-related duties as required</li></ul>
<p>15%</p>	<p><b>Information Technology Project Management</b></p> <ul style="list-style-type: none"><li>• Create a detailed work plan which identifies and sequences the activities needed to successfully complete the project</li><li>• Define the scope of the project in collaboration with senior management</li><li>• Develop and sustain cooperative working relationships with project stakeholders through all project phases</li><li>• Document lessons learned and Post Implementation Evaluation Reports.</li><li>• Evaluate, monitor, and ensure compliance with laws, regulations, policies, standards, or procedures</li><li>• Keep abreast of changes in industry practices, technology trends, and emerging technology trends by reviewing current literature, talking with colleagues, participating in educational programs, attending meetings or workshops, or participating in professional organizations or conferences</li><li>• Lead and/or direct the documentation of business processes or operational activities.</li><li>• Manage single or multiple projects ranging in complexity based on business and technical factors</li><li>• Meet regularly with the project team (state and vendor), project sponsor, project steering committee, governance, directorate, control agencies, and other external stakeholders to review project progress, discuss outstanding project issues and mitigation strategies, and communicate upcoming project activities</li><li>• Monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project</li><li>• Prepare project status reports by collecting, analyzing, and summarizing information and trends</li><li>• Review the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards.</li></ul>

10%	<p><b>Information Security Engineering</b></p> <ul style="list-style-type: none"> <li>• Develop and/or review data sharing agreements prior to release of confidential information</li> <li>• Investigate and report security incidents</li> <li>• Analyze business impact and exposure based on emerging security threats, vulnerabilities, and risks to recommend IT solutions</li> </ul>
5%	<p><b>Software Engineering</b></p> <ul style="list-style-type: none"> <li>• Perform software product deployment and release management activities.</li> <li>• Develop and maintain software product documentation</li> <li>• Troubleshoot software system issues to identify causes of IT system failures and service interruptions using monitors, logs, user input, debugging processes, etc., to restore normal operations</li> </ul>

### SPECIAL REQUIREMENTS

- Ability to lift 50lbs.
- Ability to sit and perform repetitive phone and typing tasks for four hours or more.
- Assist with maintenance of the voice and data cable plant.
- Provide after-hours support during critical budget times and special projects.

### KNOWLEDGE, SKILLS, AND ABILITIES

The incumbent is required to possess all knowledge of the Information Technology Associate classification, and the following knowledge:

- Information technology governance principles and guidelines to support decision making.
- Complex and mission critical business processes and systems.
- Principles, methods, and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices.
- System specifications design, documentation, and implementation methodologies and techniques.

The incumbent is required to possess all abilities of the Information Technology Associate classification, and the following skills and abilities:

- Formulate and recommend policies and procedures.
- Perform effectively in a fast-paced environment with constantly changing priorities.
- Establish and maintain project priorities.
- Apply federal, state, department, and organizational policies and procedures to state information technology operations.
- Apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems.
- Positively influence others to achieve results that are in the best interests of the organization.
- Consider the business implications of the technology to the current and future business environment.
- Communicate change impacts and change activities through various methods.
- Conduct end-user training.
- Collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements.
- Assess situation to determine the importance, urgency, and risks to the project and the organization.
- Make decisions which are timely and in the best interests of the organization.
- Provide quality and timely ad hoc project information to executives, project team members, and stakeholders.
- Develop decision making documents.
- Assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.
- Develop and maintain effective and cooperative working relationships.
- Easily adapt to changing priorities.
- Work as part of a team.
- Work under pressure to meet stringent deadlines.
- Maintain regular, consistent, and predictable attendance in the performance of these specific functions.

**SIGNATURES**

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.) I also acknowledge, under certain circumstances, I may be required to physically come into the office at any time within a reasonable amount of time.

<b>EMPLOYEE SIGNATURE</b>		<b>DATE</b>	
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**I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position and have provided a copy of this duty statement to the employee named above.**

<b>SUPERVISOR NAME</b>	Alazar Michael		
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<b>SUPERVISOR SIGNATURE</b>		<b>DATE</b>	
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<b>PROGRAM BUDGET MANAGER (PBM) NAME</b>			
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<b>PBM SIGNATURE</b>		<b>DATE</b>	
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