IS Technical Services – Senior

Technical Services Engineer

POSITION SUMMARY

Under the general supervision of the Associate Vice President of Information Technology, this position is responsible for managing and administering all aspects of the WTCS workstation lifecycle, including deployment, security, software, and overall health. The role also involves the administration of the WTCS virtual server infrastructure, VMware, firewalls, server hardware and software, backup systems, and networking hardware. The role supports all IT initiatives and proposes new initiatives for approval. Additionally, the position includes updating and maintaining technical documentation and delivering training as needed. This role will evaluate agency needs, suggest new IT initiatives, and ensure the security and smooth operation of all WTCS technology. The position supports the administration and management of federal and state programs administered by the agency through technology.

GOALS AND WORKER ACTIVITIES

60% A. Coordinate and administer all aspects of the WTCS workstation lifecycle. This includes providing recommendations for the deployment, security, software, and overall health of WTCS workstations.

A.1 Provide problem solving and technical support for all WTCS workstations, including managed software and operating systems. Provide recommendations and direction for the overall workstation lifecycle.

A.2 Provide administration for the standard configuration of all WTCS workstations. This includes maintaining and ensuring standard images for both the operating system and all installed software for both security and stability.

A.3 Maintain the security of WTCS workstations. This includes restricting access to only what is needed and guiding policy and procedure decisions to ensure this access is limited appropriately.

A.4 Perform problem resolution including tracking issues to ensure accountability, security, and proper controls.

A.5 Maintain all technology-related equipment including conference rooms, projectors, and all other WTCS owned technology-related equipment. This includes support, training, and overall management of equipment.

30% B. Administration of the WTCS Virtual Server infrastructure, server hardware and software, backup systems, networking hardware, and data access management.

B.1 Administer agency server infrastructure, including configuring and managing virtual servers, licensing, and applications.

B.2 Diagnose and repair problems with hardware, software, and the configuration of file servers and associated operating systems.

B.3 Manage the Microsoft Office 365 tenant, including all services under that umbrella and all guest accounts within.

B.4 Review new releases of network operating system software and utilities and make recommendations. Upgrade, patch, and modify configurations as approved for security and performance.

B.5 Work with the AVP of IT position to ensure controlled data access and adequate disaster recovery planning policies are implemented.

B.6 Manage all user accounts, permissions, and access. Includes both internal and cloud-based systems.

B.7 Support the work of others as it relates to firewalls including rules, security, and performance.

B.8 Support infrastructure health and security ensuring the protection and smooth operation of all WTCS technology.

B.9 Oversee backup solutions. This includes maintaining backups both on and off site, maintaining backup equipment, backup scheduling, and the overall backup strategy.

B.10 Manage agency networking infrastructure including switches, firewalls, internet connections, and building wiring.

5%   C. Technical documentation and training

C.1 Update and maintain technical documentation for WTCS data systems including data definitions, data submission instructions, error message documentation, information change logs and relevant links to system-related information.

C.2 Review and coordinate the development and maintenance of technical documentation and FAQs for WTCS equipment, including conference rooms and all other WTCS IT equipment.

5%   D. Professional and personal development and miscellaneous

D.1 Maintain a high level of professional expertise through training, seminars, and personal development.

D.2 Provide cross training and professional development for other IT staff as needed.

D.3 Other duties as assigned by the supervisor.

KNOWLEDGE, SKILLS AND ABILITIES

1. Advanced desktop hardware and software support and concepts.
2. Active Directory and Windows 11 lifecycle management.
3. Workstation and laptop hardware, specifically Microsoft Surfaces, Canon Printers and

     any peripherals.

4. Configuring and maintaining VMware.

5. Advanced knowledge of Microsoft 365 tenant management.

6. Network and desktop security measures, including VPN and desktop security concepts.

7. Networking concepts, internet connectivity concepts and wireless networking.

8. Experience with help desk call tracking and incident management applications and concepts.

9. Demonstrated technical competence in a customer support environment and knowledge of information systems technology and operations.

10. Strong interpersonal skills, including the ability to develop and maintain effective working relationships with a variety of people.

11. Skill in addressing potentially difficult situations and customers.

12. Ability to work in a team-oriented, collaborative work environment.

13. General analytical and troubleshooting skills to help end-users.

14. Effective written and oral communications skills.

15. Ability to represent WTCS in a professional and positive manner.

16. Knowledge of agency policy and procedures.

17. Ability to develop culture competency which include open attitude, self-awareness, awareness of others, cultural knowledge, and cultural skills.