POSITION SUMMARY

Under the general supervision of the Associate Vice President of Information Technology, this position is responsible for leading the maintenance and administration of the WTCS workstation lifecycle, including deployment, security, software, and overall health. The role also encompasses the management and administration of the WTCS virtual server infrastructure, VMware, firewalls, server hardware and software, backup systems, and networking hardware. Additionally, the position involves updating and maintaining technical documentation and delivering training for IT initiatives. This role will evaluate agency needs, implement and lead new IT initiatives, and ensure the security and smooth operation of all WTCS technology. This position supports the administration and management of federal and state programs administered by the agency through technology. This position leads other IT staff at lower classification levels and performs difficult and complex work assignments.

GOALS AND WORKER ACTIVITIES

50% A. Management and administration of the WTCS Virtual Server infrastructure, server hardware and software, backup systems, networking hardware, and data access management.

A.1 Design, implement, and administer agency server infrastructure, including configuring and managing virtual servers, licensing, and applications.

A.2 Lead troubleshooting and maintenance of all hardware, software, and configuration of file servers and associated operating systems.

A.3 Review and approve new releases of network operating system software and utilities. Upgrade, patch, and modify configurations as necessary for security and performance.

A.4 Work with the AVP of IT position to ensure controlled data access and adequate disaster recovery planning policies are implemented.

A.5 Lead the administration of the WTCS Microsoft Office 365 tenant, including all services under that umbrella and all guest accounts within.

A.6 Manage all user accounts, permissions, and access. Includes both internal and cloud-based systems. This includes day-in day-out administration as well as leading audits to ensure least access privileges.

A.7 Manage agency networking infrastructure including switches, firewalls, and internet connections.

A.8 Administer the WTCS firewall, including rule design, security implementation, and performance oversight.

A.9 Design and maintain backup solutions. This includes maintaining backups both on and off site, maintaining backup equipment, backup scheduling, and the overall backup strategy.

A.10 Ensure infrastructure health and security leading to the protection and smooth operation of all WTCS technology.

A.11 Evaluate agency needs and implement new initiatives related to IT including analyzing current workflows, processes, and needs to provide new IT services to address needs and add efficiencies.

35%   B. Lead maintenance of all aspects of the WTCS workstation lifecycle. This includes providing leadership, design, and administration for the deployment, security, software, and overall health of WTCS workstations.

B.1 Provide leadership, vision, and administration for the overall workstation lifecycle. This includes providing problem solving and technical support for all WTCS workstations including managed software, and operating systems.

B.2 Maintain and adapt the standard configuration of all WTCS workstations. This includes designing and ensuring standard images for both the operating system and all installed software for both security and stability.

B.3 Oversee the security of WTCS workstations. This implementing and maintaining a least access privilege architecture and creating policy and procedure to enforce the architecture.

B.4 Lead problem resolution including tracking issues to ensure accountability, security, and proper controls. This includes approving other IT staff's initiatives as well as designing and implementing your own.

B.5 Maintain all technology-related equipment, including conference rooms, projectors, and all other WTCS owned technology-related equipment. This includes designing solutions, training, and overall management of this equipment.

10%   C. Technical documentation and training

C.1 Update and maintain technical documentation for WTCS data systems including knowledge base articles, 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 the WTCS Portal application.

C.3 Deliver training for data system changes and new system implementations to the agency.

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 Lead cross-training and professional development to 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. Workstation hardware, specifically Microsoft Surfaces, Canon printers, and peripherals.2
3. Installation, configuration, maintenance support and administration for Windows 7 Desktops and Laptops.
4. Network and desktop security measures, including Palo Alto VPN and desktop security concepts.
5. Networking concepts, internet connectivity concepts and wireless networking.
6. Experience with help desk call tracking and incident management applications and concepts.
7. Demonstrated technical competence in a customer support environment and knowledge of information systems technology and operations.
8. Knowledge and practice of interpersonal skills needed to address potentially difficult situations and customers.
9. Ability to work in a team oriented, collaborative work environment.
10. General analytical and troubleshooting procedures needed to help users.
11. Effective written and oral communications skills.
12. Ability to represent WTCS in a professional and positive manner.