IT Systems Integration Analyst (Customer Support)

SALARY:	$29.33 - $38.13 Hourly
DEPARTMENT:	Division of Military
OPENING DATE:	09/24/21
CLOSING DATE:	10/07/21 11:59 PM
DESCRIPTION:	

STATE OF IDAHO
MILITARY DIVISION
Human Resource Office (HRO)
State Personnel Branch
4794 General Manning Avenue, Building 442
Boise, ID 83705-8112
Telephone: (208) 801-4273

STATE VACANCY ANNOUNCEMENT
Registers established from this announcement may remain valid up to one year to fill vacancies within the same classification.

ANNOUNCEMENT NUMBER:	21-92-N
AREA OF CONSIDERATION:	Open to all applications
POSITION TITLE:	Information Technology (IT) Systems Integration Analyst (Customer Support)
PAY GRADE:	NGA-9C
POSITION CONTROL NUMBER:	1633
CLASS CODE:	20283
SALARY:	$29.33 to $38.13 hourly ($61,013 to $79,317 annually)
FLSA CODE:	Computer Worker Exempt
DUTY LOCATION:	Military Division, Communications and Information Technology (IT) Services Office, Gowen Field, Boise, ID
TYPE OF POSITION:	Civilian Nonclassified
COMPATIBLE MILITARY FIELD:	Not Applicable

JOB TITLE: INFORMATION TECHNOLOGY (IT) SYSTEMS INTEGRATION ANALYST (CUSTOMER SUPPORT)
POSITION CONTROL NUMBER: 1633
CLASS CODE NUMBER: 20283
PAY GRADE: NGA-9C

INTRODUCTION: This position is assigned to the Communications and Information Technology (IT) Services Office, functioning within the State of Idaho - Military Division. The primary purpose of this position is to provide customer support to the clients of Idaho Military Division (IMD) complex integrated information technology systems infrastructure. Provides help desk services to customers by serving as a primary point of contact for problem resolution or direct inquiries for IT services and support.

EXAMPLE OF DUTIES:

DUTIES AND RESPONSIBILITIES:

1. Provides technical support solutions to customer requests for assistance. Escalates issues to IMD IT staff as appropriate. Applies troubleshooting skills on various systems to resolve client issues. Uses skill and knowledge within related systems to include Microsoft (MS) Windows devices, MS servers, local area networks, email systems, voice systems, MS365 systems, IMD systems applications, WIFI services, printing services and mobile devices such as smartphones. Performs duties onsite at Gowen Field headquarters IT office.

2. Administers the IMD MS active directory user and computer accounts database. Creates, updates and deletes accounts as necessary. Ensures least privilege permissions necessary are assigned to accounts to maintain the security of data and systems in compliance with state IT policies. Maintains the metadata fields in the user and computer accounts as changes occur. May perform more advanced MS AD procedures at the direction of Senior IT staff.

3. Administers the Cisco call manager, Cisco unity, and Cisco presence user and device databases. Creates, updates and deletes user and device accounts as needed. Configures directory numbers and voice handsets as required. Synchronizes Call manager and unity database accounts with MS AD. Creates reports from Cisco call manager databases to aid in the annual budget process and annual IT plan.

4. Administers Cisco DUO authenticator accounts database. Creates, edits, and deletes user accounts in the DUO application server. Researches DUO profile for errors when resolving client issues using DUO authenticator access the IMD virtual private networks (VPNs).

5. Deploys client endpoint devices. Recommends client endpoint configurations for procurement. Reimages client endpoints as needed for redeployment. Installs client applications. Uses remote console capabilities to assist clients with changes required when the client endpoints are not physically available to perform maintenance. Monitors the general health of the client endpoint hardware and operating systems by checking logs for errors that need resolutions. Configures devices according to IMD policies standards and guidance to ensure IMD systems and data are secure.

6. Performs inventory control procedures. Issues hand receipts and enters them into the property management book. Routinely updates the property book to ensure successful tracking of IT assets during annual inventory audits. Notifies senior IT staff of any anomalies in the inventory control processes. Uses various device management systems administrative consoles to monitor device inventory.

7. Ensures software and operating licenses deployed correctly. Ensures appropriate licenses are available before deploying applications to client systems. Reports license deployments to senior IT staff through various licensing tools used by IMD to deploy licenses.

8. Assists senior IT staff monitoring and patching server systems. Assists in monitoring replication status redundant systems. Assists in management of DNS zones, DHCP scopes, and VLAN assignments.

9. Promotes a respectful workplace that complies with policies of the Adjutant General. Observes and ensures compliance with all applicable laws, rules, regulations and policies and

serves as a role model for the Whistleblower Protection Program, EEO, security and workplace safety practices, policies and regulations at all times. Maintains a safe and drug/alcohol free workplace.

10. Performs other related duties and projects as necessary or assigned.

SUPERVISORY CONTROLS: Work is performed under general supervision, and is performed independently in most cases. Supervisor provides overall priorities and goals and, in consultation with the incumbent, determines the deadlines and scope of projects. Incumbent must display initiative, tact, and good judgment. Incumbent independently plans and completes projects; coordinating work with co-workers, users, and vendors. Determines the approach and methodology to be used, and keeps the supervisor advised of potentially controversial problems encountered. Completed work is reviewed for adequacy of results, adherence to policies, obtainment of objectives, effectiveness in meeting user requirements, accuracy of estimated time frames and projected problem areas, and effectiveness in coordinating projects with other groups.

PERSONAL WORK CONTACTS: Incumbent has daily contact with agency staff, state and local jurisdiction customers of the IMD IT and communications systems. The incumbent must establish effective personal contacts and cooperative work relationships with personnel of varied background and interests. Contacts are for the purpose of planning and coordinating projects, reaching consensus on policies, identifying and resolving hardware and software problems, and to exchanging information. Contacts with functional users are to identify and resolve system problems, accept or reject particular technical methods and procedures, solve hardware and software problems, and develop automated solutions to replace manual systems that achieve their individual goals and objectives.

WORK CONDITIONS / PHYSICAL EFFORT: Work is primarily performed in a well-lit climate-controlled office environment. Mobile work will require travel and outdoor exposure in all types of weather. Routine work requires some physical exertion including lifting and carrying of moderately heavy items such as computer equipment up to 50 pounds and occasional lifting of items with assistance. Incumbent may be required to work after normal works hours and may be required to deploy to the field in support of state/federal emergency and disaster operations, or exercises related to the same.

FLSA Overtime Code: I (Computer Worker; Exempt; straight time)
EEOC: B02 (Professional)
WCC: 8810
SEPTEMBER 2021

MINIMUM QUALIFICATIONS:

QUALIFICATION REQUIREMENTS

Mandatory Requirements (conditions of employment)

- Must have and maintain a valid and unrestricted state issued driver's license (from any state).

- Must submit to and successfully pass a state background check, and must be eligible to obtain and maintain a "SECRET" security clearance through the U.S. Department of Homeland Security. (*At a minimum, a favorable suitability determination by the State Security Manager is required prior to appointment into this position*.)

- Must be able and willing to travel by all modes of transportation and stay at destinations for moderate to extended periods (generally not to exceed 2-weeks).

- Must be able and willing to work extended hours, nights and weekends, if required, to support after hours scheduling, outages and emergencies and disasters.

- Preferred experience or education/training (**not mandatory**)

  - MS exchange, MS SQL, MS365
  - CCNA certification, A+ certification
  - Ivanti or LANDesk endpoint management
  - Cisco call manager
  - Cisco WIFI controllers
  - Palo Alto products
  - SolarWinds products
  - Network +

Knowledge, Skills and Abilities (KSAs)
Applicants must have 24-months of specialized experience performing related duties as specified below.

- Knowledge of customer service and support principles and methods sufficient to participate delivery of a wide range of customer support services to all serviced organizations.

- Ability to diagnose, repair, schedule warranty repair and deploy client IT hardware such as desktops, laptops, tablets, VOIP handsets and smartphones.

- Ability to troubleshoot and configure device operating systems such as Microsoft windows, IOS, and Android OS.

- Ability to install, configure, and troubleshoot MS office, Adobe, Jabber, McAfee and other typical applications on client devices. Ability to install and configure MS outlook.

- Ability to create, update, and remove user accounts in MS active directory domains. Ability to add, reset, and remove computer accounts in MS active directory domains. Ability to create, update, and remove security groups in MS active directory domains. Ability to assign security groups to MS active directory domain objects.

- Knowledge DNS, DHCP, and basis IP subnetting. Knowledge of common TCP/IP ports. Ability to assign manual IP settings on network ports.

- Ability to manage WiFi networks.

- Knowledge of proper software licensing methods.

- Ability to work independently, at a remote location, managing multiple shifting priorities and to complete complex tasks efficiently, and in a timely manner.

CONDITIONS OF EMPLOYMENT:
a. Each person hired will be required to provide verification of eligibility to work in the United States and may be subject to a criminal background check.
b. Refer to the position description for the Mandatory Requirements for this position.
c. The State of Idaho, Military Division is an Equal Opportunity employer. Selection for this position will be made without regard to race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), genetic information, political affiliation, marital status, and disability or age (which does not interfere with job accomplishment or job eligibility based upon the position description Mandatory Requirements). Appropriate consideration shall be given to veterans in accordance with applicable state and federal laws and regulations.

PERSONNEL MANAGER CERTIFICATION: The title, series, grade, duties and responsibilities are complete and accurate as written and a current or projected vacancy exists as advertised.

Gloria A. Duncan
Supervisory Human Resource
Specialist
Military Division – State Personnel
Branch

SUPPLEMENTAL INFORMATION:

If you are unable to apply online, please contact the HRO office by phone 208-801-4273 or email hrobypass@imd.idaho.gov to discuss alternative options.

Thank you for your interest in employment with the Idaho Military Division.

IT Systems Integration Analyst (Customer Support) Supplemental Questionnaire

* 1. **Mandatory Requirement (condition of employment)**: Must have and maintain a valid and unrestricted state issued driver's license (from any state).

Provide written response regarding your willingness and ability to meet this condition of employment (have and maintain). *DO NOT provide license info here.

* 2. **Mandatory Requirement (condition of employment)**: Must submit to and successfully pass a state background check, and must be eligible to obtain and maintain a "SECRET" security clearance through the U.S. Department of Homeland Security. (*At a minimum, a favorable suitability determination by the State Security Manager is required prior to appointment into this position.*)

Provide written response regarding your eligibility, willingness and ability to meet this condition of employment.

* 3. **Mandatory Requirement (condition of employment)**: Must be able and willing to travel by all modes of transportation and stay at destinations for moderate to extended periods (generally not to exceed 2-weeks).

Provide written response regarding your willingness and ability to meet this condition of employment.

*   4. **<u>Mandatory Requirement</u> (condition of employment)**: Must be able and willing to work extended hours, nights and weekends, if required, to support after hours scheduling, outages and emergencies and disasters.

    Provide written response regarding your willingness and ability to meet this condition of employment.

    5. Preferred experience or education/training (**<u>not mandatory</u>**) (*If applicable, provide written response addressing qualifying professional level experience and duration or address any related education/training and <u>attach transcripts/certifications</u> to your application; unofficial transcript/certifications are acceptable*.)

    • MS exchange, MS SQL, MS365.
    • CCNA certification, A+ certification
    • Ivanti or LANDesk endpoint management.
    • Cisco call manager.
    • Cisco WIFI controllers.
    • Palo Alto products.
    • SolarWinds products.
    • Network +

*   6. KSA: **Knowledge of customer service and support principles and methods sufficient to participate delivery of a wide range of customer support services to all serviced organizations.**

    Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

*   7. KSA: **Ability to diagnose, repair, schedule warranty repair and deploy client IT hardware such as desktops, laptops, tablets, VOIP handsets and smartphones.**

    Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

*   8. KSA: **Ability to troubleshoot and configure device operating systems such as Microsoft windows, IOS, and Android OS.**

    Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 9. KSA: **Ability to install, configure, and troubleshoot MS office, Adobe, Jabber, McAfee and other typical applications on client devices. Ability to install and configure MS outlook**

    Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 10. KSA: **Ability to create, update, and remove user accounts in MS active directory domains. Ability to add, reset, and remove computer accounts in MS active directory domains. Ability to create, update, and remove security groups in MS active directory domains. Ability to assign security groups to MS active directory domain objects.**

    Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 11. KSA: **Knowledge DNS, DHCP, and basis IP subnetting. Knowledge of common TCP/IP ports. Ability to assign manual IP settings on network ports.**

    Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 12. KSA: **Ability to manage WiFi networks.**

    Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 13. KSA: **Knowledge of proper software licensing methods.**

    Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 14. KSA: **Ability to work independently, at a remote location, managing multiple shifting priorities and to complete complex tasks efficiently, and in a timely manner.**

    Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement.

Response should be detailed and include specific examples of job duties performed, responsibilities, etc.

* 15. Unqualified or incomplete applicant packets will not be forwarded.
  Do you certify you attached any supporting/required documentation and given detailed written responses with your application packet before submitting?

  ❏ Yes   ❏ No

* 16. Do you certify that all of the information and attached documents to this application are true, correct, complete and made in good faith? (This will constitute your official signature.)

  ❏ Yes   ❏ No

* Required Question