



**STATE OF MONTANA
SECRETARY OF STATE'S OFFICE
JOB PROFILE AND EVALUATION**

SECTION I - Identification

Working Title: Network Administrator

Department: Secretary of State

Class Code Number: 151716

Division/ Bureau: Management Services

Class Code Title: Network Administrator

Section/ Unit: Technology Services

Pay Band: 6

Work Address:

1236 6th Ave.
Helena, MT 59601

Position Number: (3201) 66090

Phone: 444-2852

FLSA Exempt

FLSA Non-Exempt

Profile Completed By: Mark Van Alstyne

Work Phone: 444-4243

Work Unit Mission Statement or Functional Description:

The Secretary of State is one of six executive branch officers originally designated by the Montana Constitution of 1889. The duties of the secretary of state include: interpreting state election laws and overseeing elections; maintaining the official records of the executive branch and the acts of the legislature; reviewing, maintaining, and distributing public-interest records of businesses and nonprofit organizations; filing, publishing, and maintaining administrative rules adopted by state departments, boards and agencies; attesting to the governor's signature on executive orders, proclamations, resolutions, extradition papers, and appointments; preserving the state seal; filing and maintaining records of secured financial transactions, such as liens; serving on the state Board of Land Commissioners and the Board of Examiners; and commissioning notaries public. The Secretary of State's Office is divided into five bureaus: Elections, Business Services, Management Services, Administrative Rules, and Records Management.

The Information Technology unit provides agency IT support for local area network computer and software systems. This involves developing and maintaining all computer systems and connections; acquiring, modifying, configuring, installing and repairing as needed hardware and software; providing responsive and reliable daily operational support including location, diagnosis, and correction of operational errors; acquiring and replacing obsolete data processing equipment including training users; promoting a compatible data processing system that meets the needs of SOS and development and maintenance of the agency web site.

Describe the Job's Overall Purpose:

This position serves as network administrator and end-user technical support.
This position reports to the IT Manager.
This position does not supervise any staff.

SECTION II - Major Duties or Responsibilities

% of Time

A. Network Administration

50%

1. Supports the office's LAN-related information services
 - a. Identify and analyze needs and work requests.
 - b. Create distributable applications and fixes through the use of the NAL.
 - c. Create users and assign appropriate rights.
 - d. Apply technical knowledge in integrating technical solutions.
2. Install and configure LAN and other software/hardware components, including printers, workstations, Novell Servers as well as Windows and IIS Web Servers, workstation operating systems, application software and other shared resources.
3. Isolates problems using diagnostic tools, knowledge acquired from previous experience, or knowledge of operating systems and network equipment.
4. Develops solutions to correct the problems using knowledge of current network configurations, operating systems, and equipment associated with local area networks and principles and practices of network administration.
5. Coordinate services, implementations and problem resolution with the Dept. of Administration, Information Technology Services Division and other service providers.
6. Remain constantly aware of Agency needs and impact of new technology. Must plan and coordinate accordingly, testing the new technology and evaluating its place in the SOS environment.
7. Establishes back-up and disaster recovery procedures to ensure that immediate file restoration services are available to all network users using knowledge of available back-up options.

B. End User Support

40%

Incumbent must be thoroughly technically competent with ability to read and understand manuals and technical bulletins and to apply that knowledge to real-life situations. Appropriate trouble call responses include activities such as: systematically and methodically isolating problems, either personally correcting problems or orchestrating events to correct the problem, following up to ensure services rendered to customers were appropriate, responsive, thorough and complete. For more challenging trouble calls, incumbent may work with IT Manager, IT staff, office user/staff, Department of Administration's ITSD network technicians, or vendor/contractor personnel.

1. Respond to staff requests from users for network assistance with the goal to ensure minimal loss of staff functionality.
2. Diagnose, analyze and resolve end-user problems with applications, the network, systems software, and hardware.

3. Develops training materials and provides training using knowledge of the principles and practices of network administration and the proper use of personal computers.
4. Respond to requests for customized information by creating special-purpose reports, macros, writing data conversion routines and executing file downloads.
5. Incumbent works closely with staff from all bureaus of the Secretary of State's Office. Prepares instructional materials, guides and manuals for end-users. Incumbent performs a critical role to the office in the form of trainer and consultant to ensure that the overall network is continuously functioning at maximum efficiency.
 - a. Identify end-user training needs.
 - b. Train end-users in the use and operation of application programs and systems.
6. Evaluate variety of software applications for usability, operation, and determination of the applicability of software products to user needs.

C. Infobase Development

5%

1. Requires expertise in the Folio Builder coding used for creating formatted Infobases.
2. Thorough knowledge of using Folio Publisher used for binding and assigning access rights to the Infobase.
3. Responsible for compiling all necessary files and creating the specified number of CD's.
4. Responsible for designing the CD label each month using graphics software and CD label creation applications.
5. Responds to customer questions and/or comments regarding the use of the CD, either via email or by phone and provides step-by-step instruction.
6. Develop, produce, and maintain Infobase instruction sets targeted at end users and the general public.

D. OTHER DUTIES

5%

This position performs a variety of other duties as assigned by the supervisor in support of the agency mission and work unit objectives. This includes exchanging information with agency staff and the public; providing training, education, and professional and technical assistance; directing special projects; participating in ongoing training and educational programs; representing the SOS on multi-state working groups and committees; and performing a variety of other duties as directed.

2. *Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position include:*

Problems and decisions relate to continually resolving user and management problems that occur during system operation. This requires the incumbent to identify and evaluate the nature of problem, determine effective solutions, implement any necessary modifications to resolve problems, and provide technical assistance and training to users to ensure competency.

3. *The most complicated aspect of this position is:*

The most complicated part of the job is the analysis and evaluation of SOS business process needs and the innovation of unique solutions.

4. Guidelines, manuals, or written procedures that support this position include:

General parameters are provided by State information technology standards, SOS operating procedures, and technical system references. The incumbent is expected to modify or recommend alternatives to these parameters as necessary to meet specific SOS objectives. Available manuals include SOS operations manuals, MCA, ARM, and various software and system manuals and technical documentation.

5. Which of the duties and/or specific tasks listed under 1. (above) are considered "essential functions" that must be performed by this position (with or without accommodations)?

The following duties are considered essential functions because they require specialized expertise and skill and are the primary reasons the job exists:

- Network Management
- End User Support
- Infobase Development

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Lifting (less than 50 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Travel within the state to project locations, and out of state travel by airline to national conferences and meetings.
- Operating a personal computer
- Communicate in writing, in person, and over the phone

MENTAL

- Deal with customers on a regular basis
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Computing arithmetic operations
- Comparing data
- Compiling information
- Analyzing, Synthesizing
- Coordinating
- Negotiating
- Instructing

6. Does this position supervise others? Yes No

Number directly supervised:

Complexity level of the positions supervised:

Position Number(s) of those supervised:

7. This position is responsible for:

- | | | | |
|---|---------------------------------|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> Hiring | <input type="checkbox"/> Firing | <input type="checkbox"/> Supervision | <input type="checkbox"/> Pay Level |
| <input type="checkbox"/> Performance Management | | <input type="checkbox"/> Promotions | <input type="checkbox"/> Discipline |
| <input type="checkbox"/> Other: | | | |

8. Attach an Organizational Chart.

ATTACHED

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

- Thorough knowledge of Novell NetWare and Windows Server operating systems.
- Thorough knowledge of current PC technology and methods, including extensive technical experience in the application, capabilities and limitations of office automation, Windows operating systems, word processing, desktop publishing, PC database software, spreadsheets, and communications and host connectivity software and hardware components.
- Thorough knowledge in the use, maintenance, operation and systems design for PC hardware/software and peripheral equipment
- Thorough knowledge of the principles and techniques of office productivity software and Microsoft Office Products.
- Thorough knowledge of web services from development to hosting.
- Thorough knowledge of backup systems, including scheduling, monitoring, and locating and restoring files.

SKILLS:

This position requires:

- The ability to demonstrate advanced problem-solving skills.
- The ability to prioritize work and meet deadlines.
- The ability to explain moderate to complex technical issues both orally and in writing in a clear and concise manner understandable to managers and/or end users who lack technical backgrounds.
- The ability to establish and maintain a positive working relationship and rapport with fellow employees, other state agencies, customers, and the public.

- The ability to learn new software quickly with little or no assistance.

Behaviors required to perform these duties?

- **Verbal Communication:** Keeps appropriate individuals informed. Listens to others respectfully, understands or seeks clarification, and responds appropriately demonstrating tact and diplomacy. Expresses thoughts and ideas clearly.
- **Written Communication:** Writes clearly, logically and effectively using proper style, tone, grammar, spelling and punctuation.
- **Flexible at Work:** Responds positively to changes in direction, priorities, responsibilities, personnel or assignments. Works effectively in a variety of situations and with a variety of individuals or groups.
- **Working with Others:** Relates to others in an open and accepting manner; is approachable. Offers and accepts opinions constructively. Adjusts to how individuals and the work unit will react. Treats others with respect. Constructively resolves disagreements. Is open to others' ideas and gives credit and recognition to others.
- **Responsive to Work Needs:** Willing to perform different jobs, cross train, or assist wherever needed. Is aware of co-worker workload and responds accordingly.
- **Takes Action:** Takes effective and appropriate action to perform job duties without being reminded. Willingly accepts more responsibility or more work.
- **Forward Looking:** Suggests improvements and new ideas, technologies, and approaches. Willingly applies new and evolving ideas, methods, designs and technologies to work.
- **Efficiency and Focus:** Uses time effectively and prioritizes tasks. Is aware of workload and makes appropriate adjustments to meet deadlines and complete tasks. Handles interruptions or distractions and stays on task. Achieves goals.
- **Accuracy:** Ensures accuracy of work and makes corrections in a timely manner. Is conscientious and monitors own quality of work.
- **Attendance:** Arrives on time for work and demonstrates good attendance record.
- **Organizational Awareness:** Understands and follows the rules, policies and laws that govern work. Identifies key decision-makers; understands and respects the balance of authority. Acts in an ethical manner.

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Please specify the acceptable and related fields of study: Information Technology, Computer Science.

Required/Acceptable:

Related:

Other education, training, certification, or licensing required (specify): Novell NetWare, Windows server and desktop operating systems.

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 to 4 years |
| <input checked="" type="checkbox"/> 1 to 2 years | <input type="checkbox"/> 5 or more years |

Other specific experience (optional):

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

- Yes No

Alternative qualifications include:

This position requires a Bachelor's Degree in Computer Science, or a combination of education and Information Technology experience equivalent to a Bachelor's Degree (one year of IT-related experience equals one year education).

SECTION IV – Other Important Job Information

Work is performed in a normal office environment, and the position requires the ability to communicate effectively in person, in writing, and over the phone. Work hours vary in complying with numerous deadlines, customer requests, interruptions and wide fluctuations in work volumes, and deadlines require the employee to be able to work under pressure for long periods of time.