

OCCUPATIONAL GROUP: Information Technology

CLASS FAMILY: Support

CLASS FAMILY DESCRIPTION:

This family of positions provides: maintenance, technical support, operations, acquisition, and service for Information Technology, primarily to internal agency customers. This family is generally the first line of support in answering questions to resolve technical problems for clients. Positions in this family represent functional specialties that may be in multiple disciplines, depending on the need for generalized versus highly specialized expertise consistent with the size and scope of the organization and area of assignment.

CLASS TITLE: Information Technology Support Technical Associate

DISTINGUISHING CHARACTERISTICS:

These positions provide full-performance level technical assistance to community users, technical staff or systems administrators. Some provide assistance to users within agencies, typically by telephone, email or site visits, resolving operational problems/malfunctions with hardware and/or software applications; they may also use technical remote tools. Others install, maintain and support desktop computer related hardware, software and networks and/or office automation equipment and software. They may be responsible for entering data and/or producing documents and reports. These positions typically do not have budgetary responsibilities, but may make recommendations pertaining to purchases. They may serve as lead workers. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provides on-site and remote technical support for personal computers, laptops, and other peripheral computer equipment; Instructs users by phone and email on solutions for hardware and software problems; supports users with technical and system problems relating to network access, printer access, and operations for LAN and mid-range computers in a division or agency.
- Troubleshoots and maintains connectivity between multiple locations of a wide area network (WAN); assures operational connectivity for personal computers.
- Logs all problems related to the use of computers.
- Performs the first level of problem determination with the objective of resolving as many problems as possible; directs the calls to appropriate technical staff (second level support) when the first level fails.
- Answers questions regarding installations, setups, error messages, status, system procedures, on-line transactions, system status, and downtime.
- Relay messages sent to or received from customers in a timely manner.
- Utilizes developed procedures to document problems, recommends modifications to procedures, and updates procedures as required.

- Follows-up with users to ensure problems have been resolved.
- Relays requests for assistance that are outside the scope of the help desk to the appropriate group.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of capabilities and limitations of computers.
- Knowledge of data processing/word processing concepts.
- Knowledge of computer hardware/software and its terminology.
- Knowledge of basic computer usage.
- Knowledge of the basic functions and operations of the agency to which assigned.
- Knowledge of the principles and practices of information technology.
- Ability to think logically and analyze problems.
- Ability to maintain records and prepares reports.
- Ability to communicate effectively with others, both verbally and in writing.

MINIMUM QUALIFICATIONS:

Education: High school graduation or the equivalent.

Experience: 1 - 3 years full time or equivalent part-time paid experience in area of assignment.

Education & Experience Substitution: Twelve semester hours in computer science and one year of full-time or equivalent part-time paid experience working with personal computers and working knowledge of at least two of the supported software products may substitute for the required experience.

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Support Technician

DISTINGUISHING CHARACTERISTICS:

These positions provide full performance level technical assistance to community users, technical staff or systems administrators. They may provide assistance to community users resolving complex operational problems/malfunctions with hardware and/or software applications, typically by telephone, email or site visits; they may also use technical remote tools. They install, maintain and support desktop computer related hardware, software and networks. Some may oversee user accounts, enter data and/or produce documents and reports. These positions may be authorized to make purchases and may serve as lead workers. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Processes agency network account forms; receives and reviews all electronically submitted user accounts requests, modifications, and/or deletes for accuracy; make sure all the data items are completed and accurate and the appropriate action is taken;

forward the completed account request to the Office of Technology; resolve any issues.

- Maintains agency computer equipment Inventory Database; assign inventory tag to all new equipment; enter all pertinent data for the equipment is into the Inventory Database; edit database when equipment is moved, reassigned, or sent to surplus.
- Provides on-site and remote technical support for personal computers, laptops, and other peripheral computer equipment; installs and supports local area networks (LAN) equipment including routers, switches, controllers, cabling, network and local printers; uses diagnostic tools and/or monitoring software to identify problems; contacts vendors for technical assistance on repairs/upgrades as necessary.
- Instructs users by phone and email on solutions for hardware and software problems; supports users with technical and system problems relating to network access, printer access, and operations for LAN and mid-range computers in a division or agency.
- Troubleshoots and maintains connectivity between multiple locations of a wide area network (WAN); assures operational connectivity for personal computers.
- Removes old equipment and installs replacement equipment.
- May serve as lead worker.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the functions and operations of the agency to which assigned.
- Knowledge of the principles and practices of information technology.
- Knowledge of personal computing.
- Knowledge of equipment involved in operating a personal computer or LAN/WAN.
- Knowledge of backup and recovery procedures.
- Ability to understand technical manuals and apply the methods to correct personal computer or LAN/WAN operational problems.
- Ability to maintain accurate detailed records according to a prescribed format.
- Ability to analyze test data and results.

MINIMUM QUALIFICATIONS:

Education: Successful completion of twelve semester hours of computer science from an accredited college or university;

OR

Successful completion of industry recognized authorized/certified personal computer or server support, LAN administration, network service/support and/or network.

OR

Successful completion of an information technology, networking, electronics, computer science, computer programming or data processing program of at least 1080 clock hours from a secondary vocational or technical school, commercial college or school of comparable level.

Experience: Two to four years full time or equivalent part-time paid experience in area of assignment.

Education & Experience Substitution: One year of full-time or equivalent part-time paid experience in providing direct personal computer support, computer programming, systems development, or sale and/or installation and testing of terminals or personal computers and peripherals may be substituted for the required training.

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Support Technician Senior

DISTINGUISHING CHARACTERISTICS:

These positions provide technical assistance to community users, technical staff or systems administrators. Some provide assistance to users within agencies, with limited assistance from other technical staff, typically by telephone, email or site visits, resolving operational problems/malfunctions with hardware and/or software applications that require advanced level or specialized knowledge; they may also use technical remote tools. Others, under general supervision, perform technical work in the comprehensive testing and certification of all video gaming machine hardware and software licensed for gaming by the West Virginia Lottery; they may also provide technical support to external customers and/or technical staff. They may be authorized to make purchases and may serve as lead workers. Perform related work as required.

EXAMPLES OF WORK: (*Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.*)

- Provides a single point of contact between the technical computer support staff and end-users; researches and resolves complex problems via phone, email and by testing locally.
- Performs problem determination with the objective of resolving as many problems as soon as possible; analyzes operating problems; escalates problem resolution when first level determination fails.
- Verify, Analyze, and test new hardware and software received from various manufacturers via an independent testing laboratory to ensure they are fair, accurate, and meet State standards.
- Utilizes developed procedures to document problems, recommends modifications to procedures, and updates procedures as required.
- Provides management with historical analysis of data in order to measure effectiveness of the system.
- Administers the technical support and application support library.
- Relays requests for assistance that are outside the scope of the help desk to the appropriate group.
- Follows up with users to ensure problems have been resolved.
- Maintains a problem log for tracking of problems reported, who reported them, and the resolution to the problem, so that recurring problems can be identified and resolved expeditiously.
- Assists in training of end users.
- Troubleshoots and restores technical service and equipment operation by analyzing, identifying and diagnosing faults and symptoms using established procedures, checklists and scripts.
- Complies with software licensing requirements and restrictions; complies with established practices and procedures and promotes security awareness when necessary.
- Maintains accurate on-line inventory of selected client assets, including user assignments for billing purposes.

- Prioritizes and reports work assignments through appropriate change, problem, asset and project management applications.
- May install and configure application and operating system software and upgrades; may configure and install desktops, laptops, handhelds and peripherals as required.
- May serve as lead worker.

KNOWLEDGE, SKILLS AND ABILITIES:

MINIMUM QUALIFICATIONS:

Education: Associate degree from a regionally accredited college or university, plus one WV Office of Technology approved information technology certification.

Experience: Two to four years full time or equivalent part-time paid experience installing, supporting and troubleshooting computer hardware, software and/or network connectivity.

Education & Experience Substitution: Successful completion of an information technology related degree or certificate from an accredited business school or vocational school, plus one WV Office of Technology approved information technology certification.

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Support Associate

DISTINGUISHING CHARACTERISTICS:

These positions provide technical assistance, requiring broad knowledge, to community users, technical staff or systems administrators ~~within the Office of Technology or the Lottery Commission~~. In the Office of Technology, these positions serve multiple agencies and work at the beginning level and incumbents are given more responsibility as proficiency is developed. They provide assistance to customers or users, typically by telephone, email or site visits, resolving operational problems/malfunctions with hardware and/or software applications; they may also use technical remote tools. These positions may install, maintain and support desktop computer related hardware, software and networks and/or office automation equipment and software. They may be responsible for entering data, such as tracking request calls, and/or producing documents and reports. These positions typically do not have budgetary responsibilities, but may be authorized to make purchases. They typically do not have supervisory responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provides Help Desk support by remote access, emails and site visits; field calls for assistance, troubleshoot, analysis of problems, and solution implementation for software/hardware/peripherals/network issues.
- Configures and installs computers, laptops, mobile devices, peripheral equipment such as printers; install and support agency approved software or specialized assistive software.
- Documents requests and problems in a call tracking system; communicate with customer to gain full understanding of reported technical problems and issues; escalate unresolved issues to next level technician for resolution.

- Tests hardware or software systems in a lab environment.
Operates an online Video Lottery Central Monitoring System from a workstation to input machine data into a database for installation, control and financial reporting of Video Lottery.
Monitors the central system and checks for system problems, machine problems, and communication problems.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of use and functionality of desktop computers, laptops and peripheral devices and their components.
- Knowledge of the basic concepts and design of local area and wide area computer networks.
- Knowledge of the principles and techniques of installing and configuring personal computers and peripheral devices.
- Knowledge of desktop computer operating systems and system fundamentals memory, power supplies and troubleshooting techniques.
- Knowledge of use of standard software applications such as word processing, spreadsheet, email and database.
- Ability to install and configure personal computers and peripheral hardware devices.
- Ability to install and configure software on personal computers and peripheral hardware devices.
- Ability to read and comprehend technical manuals and instructions.
- Ability to understand the interrelationships between different information technology specialties.
- Ability to learn to problem solve, including basic troubleshooting for first level hardware and software support issues.
- Ability to work effectively with users, data processing personnel, agency officials and the general public.
- Ability to communicate effectively, orally and in writing.

MINIMUM QUALIFICATIONS:

Education: High school graduation or equivalent.

Experience: 3 – 5 years of full-time or equivalent part-time paid experience in the operations of information systems and/or peripherals.

Education & Experience Substitution: Bachelor's degree from an accredited four-year college or university in computer science, computer information systems, computer information technology, computer engineering, or related information technology field. In rating applicants extra credit to be given to those with a Master's degree in one of the above fields or to applicants that have completed a state sponsored internship.

OR

Successful completion of an information technology, networking, computer science, computer programming or data processing program of at least 1080 clock hours from a secondary, vocational or technical school, commercial college or school of comparable level.

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Support Coordinator 1

DISTINGUISHING CHARACTERISTICS:

These positions are working supervisors who oversee employees performing technical work in the comprehensive testing and certification of all video gaming machine hardware and software licensed for gaming by the West Virginia Lottery. They plan, direct, track and evaluate the work of technicians and have the authority to reject the approval on hardware and/or software that is not in compliance with laws/regulations. These positions may be responsible to maintain a cash fund. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Tests and analyzes video gaming machine hardware and software from various manufacturers to determine compliance with applicable laws, regulations and policies.
- Provides technical assistance to personnel at Limited Video Lottery and racetrack gaming venues on software problems, hardware malfunctions, VGM problems, data line problems or other technical issues.
- Plans, organizes and evaluates the work of technical support staff; oversees the daily operations of the Lottery Compliance Analysis Laboratory.
- Oversees the maintenance and security of a library of all approved VGM hardware and software used in the state.
- Collaborates with the Video Lottery Audit Team, the independent testing laboratory and/or licensed manufacturer personnel to troubleshoot and resolve VGM hardware and software problems found during the testing process.
- Performs signature verification on VGM and system software stored on EPROM's (Erasable, Programmable Read Only Memory Chips), compact flash cards, or compact discs and compares to values listed on hardware and software certification letters submitted by the independent testing laboratory.
- Oversees the maintenance and updating of databases on all VGM hardware and software submitted for testing at the Compliance Analysis Laboratory; oversees maintenance of procedures manuals on the installation of software on all VGM approved for use in the state.
- Ensures video gaming machines in the Compliance Analysis Laboratory are in complete working order; ensures that each VGM has in the laboratory includes the latest approved hardware and software.
- Participates in the selection process for new hires; oversees the initial and continuing training for laboratory personnel.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of computer electronics.
- Knowledge of West Virginia Lottery video gaming machine hardware and software testing and verification regulations and procedures.
- Knowledge of the principles of supervision.

- Ability to plan, organize and evaluate the work of subordinates.
- Ability to test and certify video gaming machine hardware and software.
- Ability to provide technical support to external customers and Lottery field staff on video gaming machine electronics and software problems; ability to reconstruct game play scenarios in resolving player disputes.
- Ability to organize and secure a library of approved VGM hardware and software approved for use in the state; ability to maintain a manual of procedures for software installation on all VGM approved for use in the state.
- Ability to maintain effective working relationships with Lottery staff, retailers, players, gaming industry officials, VGM manufacturers and independent testing laboratory personnel.

MINIMUM QUALIFICATIONS:

Education: High school graduation or the equivalent.

Experience: Five to seven years of full-time or equivalent part-time paid experience in gaming machine software testing and installation, computer repair or in electronics technology.

Education & Experience Substitution: Successful completion of an approved vocational school program in electronics of at least 1080 clock hours or an Associate Degree in Electronics or Electronics Engineering Technology from a regionally accredited college or university may substitute for two years of the required experience.

OR

Six years of full-time or equivalent part-time paid experience in the video lottery games testing process and/or operation may substitute for the required experience.

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Support Analyst 1

DISTINGUISHING CHARACTERISTICS:

These positions provide full-performance technical assistance, requiring broad knowledge, to community users, technical staff or systems administrators within the Office of Technology, serving multiple agencies. They provide assistance to Office of Technology customers, typically by telephone, email or site visits, resolving operational problems/malfunctions with hardware and/or software applications; may also use technical remote tools. These positions may install, maintain and support desktop computer related hardware, software and networks and/or office automation equipment and software. They may be responsible for entering data, such as tracking request calls, and/or producing documents and reports. These positions typically do not have budgetary responsibilities, but may be authorized to make purchases. They typically do not have supervisory responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provides Help Desk support by remote access, emails and site visits; field calls for assistance, troubleshoot, analysis of problems, and solution implementation for software/hardware/peripherals/network issues.
- Configures and installs computers, laptops, mobile devices, and peripheral equipment such as printers; install and support agency approved software.
- Documents requests and problems in a call tracking system; communicate with customer to gain full understanding of reported technical problems and issues; escalate unresolved issues to next level technician for resolution.
- Analyzes information technology problems and service requests; determines appropriate resolution path.
- Troubleshoots and restores technical service equipment operation by identifying, analyzing and diagnosing faults using established processes, checklists, scripts and diagnostic utilities.
- Provides technical expertise, guidance and informal training to customers using hardware and software programs.
- Configures, deploys, moves and modifies client computing devices to ensure proper assignment of resources to meet customer business requirements and comply with standardization requirements.
- Complies with software licensing requirements and restrictions; complies with established security practices and procedures and promotes security awareness when necessary.
- Maintains an accurate on-line inventory of selected client assets, including user assignments for billing purposes.
- Prioritizes and reports work through appropriate change, problem, asset and project management applications.
- Coordinates work with outside service providers as necessary.
- Serves as subject matter expert on projects and initiatives requiring client computing device expertise.
- Provides assistance with server deployments and repairs as necessary; provides assistance with network and IP phone deployments and repairs as necessary.
- Performs quality assurance testing on client computing devices to ensure usability, design standards, performance and functionality requirements of operating systems software applications are met prior to deployment.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of information technology systems, concepts and methods.
- Knowledge of client computing devices, hardware, software and peripherals, including mobile and wireless devices.
- Knowledge of IP telephone client devices.
- Knowledge of LAN and WAN systems software and operations.
- Knowledge information technology security principles and practices.
- Knowledge of Windows server domains.
- Knowledge of Problem Management Process.

- Ability to use, diagnose and restore desktops, laptops, handhelds and other client computing devices.
- Ability to effectively diagnose and resolve software, hardware and network connectivity problems.
- Ability to understand the interrelationship between different information technology specialties.
- Ability to work effectively in a team environment.
- Ability to communicate effectively, orally and in writing.
- Ability to explain information technology terms, concepts and operating processes to user with different levels of information technology understanding.

MINIMUM QUALIFICATIONS:

Education: Bachelor’s degree from a regionally accredited college or university plus 2 WVOT approved information technology certifications.

Experience: 1 to 3 years of full-time or equivalent part-time paid experience in an area of Information Technology Support.

Education & Experience Substitution: A Master’s degree from a regionally accredited college or university in an information technology related field may substitute for the training and experience, plus two WV Office of Technology approved information technology

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Support Analyst 2

DISTINGUISHING CHARACTERISTICS:

These positions provide technical assistance, requiring broad knowledge, to community users, technical staff or systems administrators within the Office of Technology or the Lottery Commission; or they may serve as a webmaster for a state agency, monitoring improving and updating web sites. In the Office of Technology, these positions serve multiple agencies and work at the advanced level. They provide assistance to customers or users, typically by telephone, email or site visits, resolving operational problems/malfunctions with hardware and/or software applications; they may also use technical remote tools. These positions may install, maintain and support desktop computer related hardware, software and networks and/or office automation equipment and software. They may be responsible for entering data, such as tracking request calls, and/or producing documents and reports. These positions typically do not have budgetary responsibilities, but may be authorized to make purchases. They may serve as lead workers. Those that serve as webmasters typically do not have any budgetary or supervisory responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provide advanced level of technology related support for complex multiagency environments by working effectively, productively and professionally in a team environment.
- Provide support for PCs, peripherals, communications devices, network, telephones, mainframe and software by phone, email, and using remote access tools.
- Communicate with customer to gather a full understanding of technical problems or service being requested.
- Perform advanced troubleshooting for hardware, software and networking issues using established processes, checklists, scripts and diagnostic utilities.
- Document information gathered during troubleshooting and/or resolution process in call logging system. If issue cannot be resolved at Service Desk level, determine appropriate resolution path.
- Provide expert advice to Developers and content providers to provide accurate and timely technical support.
- Find problems with web-pages and let the content manager know.
- Trouble shooting problems identified by Developers and content providers for Web related problems
- Works as an Incident Coordinator for level one call tickets. Mentor and train OT staff for Service Desk duties.
- Serve as Level Two analysts and assist with advanced IT issues/requests.
- Serve as subject matter expert in projects and initiatives.
- Serves as the Team Leader for the Service Desk staff. Ensures proper levels of coverage for staffing purposes. Monitors call volume and requests additional staff from other areas of OT if needed.
- Provides reports to management monthly and when requested on phone statistics and call ticket volumes.
- Monitors call tickets to ensure they are resolved in a timely manner and follows up with assignee for status. Tracks survey results and comments, then follows up with the customer if necessary.
- Analyze, design, code, and review of computer programs.
- May serve as lead worker.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of information technology systems, concepts and methods.
- Knowledge of client computing devices, hardware, software and peripherals, including mobile and wireless devices.
- Knowledge of IP telephone client devices.
- Knowledge of LAN and WAN systems software and operations.
- Knowledge information technology security principles and practices.
- Knowledge of Windows server domains.
- Knowledge of Problem Management Process.
- Knowledge of web programming languages such as html, CSS, ColdFusion, JavaScript, PHP, and XML
- Knowledge to communicate with databases via SQL (Structured Query Language)

- Knowledge of Windows and Cold Fusion servers.
- Ability to use, diagnose and restore desktops, laptops, handhelds and other client computing devices.
- Ability to effectively diagnose and resolve software, hardware and network connectivity problems.
- Ability to understand the interrelationship between different information technology specialties.
- Ability to work effectively in a team environment.
- Ability to communicate effectively, orally and in writing.
- Ability to explain information technology terms, concepts and operating processes to user with different levels of information technology understanding.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university plus 2 WVOT approved information technology certifications.

Experience: 3 - 5 years of full-time or equivalent part-time paid experience in an area of Information Technology Support.

Education & Experience Substitution: A Master's degree from a regionally accredited college or university in an information technology related field may substitute for the training and experience, plus two WV Office of Technology approved information technology

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Support Coordinator 2

DISTINGUISHING CHARACTERISTICS:

These positions work under general supervision to perform supervisory duties over the evening or midnight shift of the Video Lottery Central Management system for the West Virginia Lottery. Specific unit activities include advising vendor programmers on software upgrades and problems; supervising computer operations; scheduling work and setting unit priorities for the most efficient utilization of equipment and personnel; resolving equipment problems and coordinating system usage by agency personnel; and assisting management in the operation of the Central Management system. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Organizes, assigns, directs and reviews the work of a group of professional or technical personnel in the operation of an agency data processing function.
- Supervises all computer operations.
- Plans work schedules and sets priorities to make the most efficient use of available personnel and equipment.
- Analyzes and establishes data processing unit procedures and work standards; sets standards for equipment maintenance and troubleshooting.
- Assists staff with and coordinates the resolution of hardware and software problems; reviews system expansion proposals and recommends the purchase of new equipment;

may develop equipment specifications proposals or new system evaluation standards; may coordinate the installation of new equipment.

- Sets up new and approved game software for Video Lottery gaming machines in the field in order for them to come into gaming on the Video Lottery Central System.
- Oversees the processing of daily online (Traditional Games) transactions through the West Virginia Lottery's Internal Control System.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the uses and potentials of modern data processing equipment and its respective advantages and limitations.
- Ability to work effectively with users, data processing personnel, and vendor representatives in resolving equipment and operations problems.
- Ability to plan and supervise the activities of paraprofessional or technical personnel.
- Ability to devise work and production schedules to meet user requirements as well as modify these same schedules to meet changing demands on personnel and equipment in emergency situations.
- Ability to work effectively with agency officials and the general public.
- Ability to communicate effectively, orally and in writing.
- Ability to evaluate equipment and operational problems and working with technicians to identify problems and formulate solutions.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: 2 - 4 years of full-time or equivalent part-time paid experience in an area of Information Technology Support.

Education & Experience Substitution: A major in Computer Science may substitute for one year of required experience.

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Support Analyst 3

DISTINGUISHING CHARACTERISTICS:

These positions provide expert-level technical assistance, requiring broad knowledge, to community users, technical staff or systems administrators within the Office of Technology, serving multiple agencies. They provide assistance to Office of Technology customers, typically by telephone, email or site visits, resolving operational problems/malfunctions with hardware and/or software applications; may also use technical remote tools. These positions may install, maintain and support desktop computer related hardware, software and networks and/or office automation equipment and software. They may be responsible for entering data, such as tracking request calls, and/or producing documents and reports. These positions typically do not have budgetary responsibilities, but may be authorized to make purchases. They typically serve as lead workers. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Monitor call tickets and assign work to team members throughout the day so that MOU's and service level agreements are met.
- Provides full life cycle support for customer-facing computing devices, including personal computers, selected peripherals, telephones, mobile radios and other client devices.
- Serves as team lead for other information technology analyst and others.
- Assists in revising processes and procedures for troubleshooting and restoring services and equipment functionality by reviewing fault isolation and other troubleshooting techniques of subordinate personnel.
- Analyzes and responds to the most complex and advanced problem and customer service requests.
- Deploys, configures, moves and modifies client computing devices to ensure proper assignment of resources to meet customer business objectives and comply with technology standardization requirements.
- Assists management in developing customer service strategies and roadmaps and participates in the development of requests for proposals and requests for quotations related to information technology acquisitions.
- Maintains an accurate online inventory of selected client assets, including user assignments for billing purposes.
- Prioritizes and reports work through appropriate change, problem, asset and project management applications.
- Coordinates work with outside service providers and contractors.
- Serves as subject matter expert in projects and initiatives requiring client device expertise.
- Performs and coordinates quality assurance testing to ensure all software and system applications meet usability, design standards, performance and functionality requirements prior to release.
- Communicates with customers to acquire full understanding of reported problems and service requests; documents problem and requests in call tracking system.
- Complies with software licensing requirements and restrictions; promotes security awareness and complies with established security requirements and procedures.
- Performs quality assurance testing on client devices to ensure usability, design standards, performance and functionality requirements of operating systems software applications are met prior to deployment.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of information technology systems, concepts and methods.
- Knowledge of client computing device hardware, peripherals and software, including mobile and wireless devices.
- Knowledge of PC/LAN communications hardware/software and network management software in a multi-protocol environment.

- Knowledge of wired and wireless networks, Windows-based servers and telephony services.
- Knowledge of LAN and WAN principles.
- Knowledge of hardware and software required to support company-standard client devices and applications.
- Knowledge of information technology security principles and practices.
- Ability to analyze and troubleshoot client computing problems and service requests.
- Ability to use fault isolation and diagnostics in resolving complex hardware, software and networking problems.
- Ability to various types of electronic test equipment.
- Ability to use various service delivery software and tools.
- Ability to apply project management principles.
- Ability to communicate effectively, orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor’s degree from a regionally accredited college or university plus 2 WVOT approved information technology certifications.

Experience: 3 – 5 years of full-time or equivalent part-time paid experience in an area of Information Technology Support.

Education & Experience Substitution: A Master’s degree from a regionally accredited college or university in an information technology related field may substitute for the training and two years of experience, plus two WV Office of Technology approved information technology certifications.

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Support Supervisor

DISTINGUISHING CHARACTERISTICS:

These positions supervise employees engaged in data processing operations of the Video Lottery Central Management System for the West Virginia Lottery. These positions typically do not have budgetary responsibilities. They assist the Information Technology Support Manager. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Organizes, assigns, directs and reviews the work of a group of professional or technical personnel in the operation of an agency data processing function.
- Plans work schedules and sets priorities to make the most efficient use of available personnel and equipment.
- Analyzes and establishes data processing unit procedures and work standards; sets standards for equipment maintenance and troubleshooting.

- Assists staff with and coordinates the resolution of hardware and software problems.
- Reviews system expansion proposals and recommends the purchase of new equipment; may develop equipment specifications proposals or new system evaluation standards; may coordinate the installation of new equipment.
- May set up new and approved game software on the central system for Video Lottery gaming machines in the field in order for them to come into gaming on the Video Lottery Central System.
- May supervise the processing of daily on-line (Traditional Games) transactions through the West Virginia Lottery's Internal Control System.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the uses and potentials of modern data processing equipment and its respective advantages and limitations.
- Ability to work effectively with users, data processing personnel, and vendor representatives in resolving equipment and operations problems.
- Ability to plan and supervise the activities of paraprofessionals or technical personnel.
- Ability to devise work and production schedules to meet user requirements as well as modify these same schedules to meet changing demands on personnel and equipment in emergency situations.
- Ability to work effectively with agency officials and the general public.
- Ability to communicate effectively, orally and in writing.
- Ability to evaluate equipment and operational problems and working with technicians to identify problems and formulate solutions.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: 3 - 5 years of full-time or equivalent part-time paid experience in an area of Information Technology Support.

Education & Experience Substitution: A major in computer science may substitute for one year of required experience.

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Support Manager

DISTINGUISHING CHARACTERISTICS:

These positions manage the data processing operations of the Video Lottery Central Management System for the West Virginia Lottery. These positions typically do not have budgetary responsibilities, but oversee other supervisory positions. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Organizes, assigns, directs, and reviews the work of a group of professional or technical personnel in the operation of an agency data processing function.
- Plans work schedules and sets priorities for efficient use of available personnel and equipment.
- Analyzes and establishes data processing unit procedures and work standards; sets standards for equipment maintenance and troubleshooting.
- Advises staff on and coordinates the resolution of hardware and software problems.
- Provides technical advice and assistance to upper management.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the uses and potentials of modern data processing equipment and its respective advantages and limitations.
- Knowledge of state purchasing rules and guidelines in order to assist, evaluate, and negotiate equipment and software procurement.
- Knowledge of the principles underlying computer operations, modern business methods and procedures, concepts of process flow charting and evaluation, and appropriate business recovery principles and requirements.
- Ability to work effectively with users, data processing personnel, and vendor representatives in resolving equipment and operations problems.
- Ability to prepare and present written and oral reports on equipment utilization and individual and group performance characteristics.
- Ability to plan and supervise the activities of a unit of data processing personnel.
- Ability to devise work and production schedules to meet user requirements as well as modify these same schedules to meet changing demands on personnel and equipment in emergency situations.
- Ability to work effectively with agency officials and the general public.
- Ability to communicate effectively orally and in writing.
- Ability to evaluate equipment and operational problems and work with technicians to identify problems and formulate solutions.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: 4 - 6 years of full-time or equivalent part-time paid experience in an area of Information Technology Support, one year of which must have been in a supervisory capacity.

Education & Experience Substitution: A major in computer science may substitute for one year of required nonsupervisory experience.

Certificates, Licenses, Registrations: None
