

**DEPARTMENT OF NATURAL RESOURCES
POSITION DESCRIPTION**

DNR IT

Section: End User Device Support, ITC Section

Working Title: Information Technology Services

**Coordinator Classification: IS Technical Services
Specialist**

Work Location: DNR Central Office; Madison, Wisconsin

Purpose of the Position:

Under the general administrative supervision of the End User Device, ITC Section Supervisor, this position has responsibility to ensure division staff have the IT hardware, software, technology, and services to do their jobs. This position serves as the Division of Forestry (FR) Information Technology Coordinator has the lead responsibility to ensure Forestry Division staff have the hardware and nonstandard (program specific) commercial off-the-shelf (COTS) software so Forestry staff can do their jobs. This position conducts the planning, approval, research, testing, configuration, licensing, procurement, and installation of hardware and non-standard [program specific] COTS software systems. This position ensures that, through business-appropriate hardware, software and service, Division staff are equipped to develop, collect, utilize, and share data for the science-based protection and sustainable management of Wisconsin's forests. The customer base for this position is 450-500 Division staff, including four central office bureaus and, in collaboration with regional information management specialists, three decentralized forestry districts. The position acts as the Division's point person for Department-wide and Enterprise policies and procedures regarding IT hardware and non-standard (program-specific) COTS software, as well as having a co-leadership role in the administration of the Division's SharePoint presence.

The position advises Division representatives to the Forestry Leadership Team, Department Operations Management Team, and Department Leadership Team on all matters concerning IT hardware and non-standard (program-specific) COTS software and the impact of proposed policies and procedures on the Division's budget, functionality, efficiency, and effectiveness. The position assures that forestry hardware and non-standard (program-specific) COTS software applications meet department and enterprise standards and is maintained in our inventory system. This position works closely with Division IT staff, contractors, as well as the DNR IT and Department of Administration Division of Enterprise Technology. This position is a liaison for the Division of Forestry to DNR IT for matters concerning hardware [including field devices), peripherals and non-standard (program-specific) COTS software.

This position serves to support Forestry Division IT needs in Incident Management Team (IMT) situations as well as ensuring RIMS are familiar with IT equipment and processes. In collaboration with RIMS, this position may serve on standby on necessary IMT days in various locations and the Madison Command Center.

Geographic Responsibilities & Travel Requirements:

This position is headquartered in Madison at the State Natural Resources Office Building (GEF 2) in Madison. The position has responsibilities for the entire Division of Forestry, requires occasional travel to meeting, conference, and training sites throughout the state.

Responsibilities and Accountabilities

25% A. FISCAL AND IT Asset Management

Maintain Forestry Division IT asset inventory for the agency, as well as IT budgets to ensure operations are fiscally responsible. This position has Division wide responsibility to ensure that Division/Program Fiscal and Asset Management tasks are assigned and completed:

A1. Complete procurement and purchase of IT assets including computers, monitors, mobile devices, accessories, peripherals, software, and associated IT equipment. Request quotes, confirm budget codes, acquire approvals, complete all purchasing and reconciliation steps by deadline. Create install request tickets, complete installs and/or route to appropriate RIMS for regional requests. Collaborate with appropriate staff and follow process to for requests related to non-standard IT services, technology or software.

A2. Maintain and manage program hardware and software asset inventories. A3. Maintain, track, and manage program software licenses.

A4. Coordinate with program budget specialist to ensure license and service charges are charged to the correct program budget codes.

A5. Identify required upgrades to ensure hardware and/or software will meet standards and Technical Support and Service Delivery Coordination needs for the Division/Program. Develop guidance, options, and recommendations for management regarding replacement of assets (hardware/software) for the Division/Programs.

A6. Install and maintain all forms of IT assets and shared hardware (computer, large format monitors, projector, conference phone, micro fiche reader, printer, multifunction machine, scanner, etc.) located in shared locations (scanning cubicles, hotel cubicles, conference rooms, test benches, etc.) at central office and satellite offices (such as Science Operations Center and other co-located facilities) for the Division/Program.

A7. Evaluate, determine, enter, and maintain information related to hardware inventory (e.g. staff assigned, install dates, models, serial numbers) into Department's IT Configuration Management Database (CMDB) for the Division/Program.

A8. Manage licenses for software not managed by DNR IT and coordinate DNR IT-managed software for Division or Program staff.

A9. Complete cellular support requests for new/move/changes/billing/service plans, land line or voicemail box using Service Manager. Request a disconnect or hold of service for cellular or land line or voicemail box. Maintain accurate inventory for cellular and land line phone numbers.

A10. Monitor Division or Program file share utilization and capacity, run reports to reduce outdated or redundant files, assist staff with structure and best practices, request additional storage space as needed, troubleshoot issues and resolve problems.

A11. Maintain accurate records of IT assets including additions, moves, surplus and other changes in the Department's IT Service Management (ITSM) tool.

20% B. INCIDENT MANAGEMENT: Restore normal service operations as quickly as possible to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. This position has Division-wide responsibility to ensure that Incident Management tasks are assigned and completed:

B1. Provide technical problem determination and resolution for non-standard (program-specific) end user hardware and software. Monitor user problem queue and take timely action, either resolving the problem or routing to another employee for resolution, documenting support processes in SOP. Consult technical references, confer with users, and conduct computer diagnostics to investigate and resolve problems, provide technical assistance and support. Assist users with management of User IDs and passwords, including requests for new and changes to existing credentials.

B2. Work with Division or Program staff, DNR IT and DOA Division of Enterprise Technology (DET) to troubleshoot incidents related to division/program applications and to request restarts of systems and servers as needed.

B3. Communicate service impacts and other important information related to non-standard (program specific) software and services to customers throughout the Department, in nontechnical language and in a timely manner.

B4. Communicate service impacts and other important status Information related to standard and nonstandard (program-specific) software and services to customers throughout the Department, in nontechnical language and In a timely manner.

B5. Troubleshoot state-wide network problems and track problem resolution through the DOA Division of Enterprise Technology (DET).

20% C. SERVICE REQUEST MANAGEMENT Fulfill and properly document customer requests to Install, upgrade or change their IT infrastructure. This position has Division-wide responsibility to ensure

that Division/Program Service Request Management tasks are assigned and completed:

C1. Install, maintain, troubleshoot, and repair/resolve problems with desktop hardware and software, external and networked devices, telecommunications equipment, and network services including standard and non-standard devices, mobile devices, smartphones, tablets, Mi-Fi, air cards, etc. (Non-standard examples: Field iPad minis, GPS units, etc.)

C2. Initiate, monitor, and manage problem tracking and service requests.

C3. Install, update, and maintain department PC images and test new software for image compatibility prior to installation.

C4. Coordinate department and enterprise software updates and upgrades and provide associated support and guidance to program staff.

C5. Coordinate assignment of device and network access and security privileges including trusted use agreements, usernames, user credentials, and passwords.

C6. Ensure program compliance with enterprise and department security protocols and coordinate troubleshooting and resolution of identified security risks or failures.

C7. Coordinate with RIMS to provide delivery of IT support services to regional office staff.

C8. Maintain program shared drives and file shares and monitor and manage space allocation and usage.

C9. Support the Secretary and Executive offices providing IT service, Executive conference rooms, resolving problems with desktop hardware, software, smartphones, networked devices, and services.

C10. Maintain and manage email distribution lists, resource calendars, staff email accounts and shared email accounts within the Division/Program, including adding and removing members, setting permissions, requesting updates to the Global Address List and other configuration changes.

C11. Manage permissions of Division or Program staff in Active Directory (AD), SharePoint, and other applications using AD.

C12. Work with management and staff to perform on-boarding and off-boarding tasks such as add/removal from email distribution lists, add/revoke permissions, data backup, equipment recovery, assistance with out of office messaging, request to disable/delete accounts, transferring files to others.

C13. Administration of SharePoint sites including development of best practices, site/sub-site creation, active maintenance of sites, management of site permissions.

C14. Support special projects, support IT needs in collaboration with RIMS during Incident Management Team (IMT) assignments, continuity of operations (COOP) and Incident Command Systems (ICS) as requested by management to meet Federal, State, Agency, Division or Program objectives.

C15. Setup and support agency meetings (program, division, public, Natural Resources Board, etc.) as directed.

15% D. Telecom Support and Service Coordination

D1. Complete cellular support requests for new/move/changes/service plans, add/upgrade ports, Teams Voice or voicemail box using Service Manager.

D2. Request a disconnect or hold of service for cellular or land line or voicemail box.

D3. Maintain accurate inventory for cellular models/service plans

10% E. TECHNOLOGY ADVANCEMENT: Advance Technology through evaluating new and emerging technologies, analysis, and communication across the organization. This position has Division- wide responsibility to ensure that Division/Program Technology Advancement tasks are assigned and completed:

E1. Identify and research solutions to meet division/program business needs (e.g., hardware, software, infrastructure, system platforms, services, accessories), working with ITC Supervisor, Division or Program IT staff, other Division ITCs, DNR IT sections and management teams.

Provide guidance/feedback on equipment, software, process associated with specific Division or Program business needs. Research and test new software as part of required DNR process to allow installation including evaluation of End User License Agreement (EULA) terms and coordination of legal review as needed. Work with users to assist with identification and understanding of IT Related policies, rules, and procedures.

E2. Work with DNR IT, DOA Division of Enterprise Technology (DET) on Division or Program system and server infrastructure including research, procurement, creation, configuration and

maintenance of applications, systems, and servers (including "agency-managed servers"), based on business needs, system requirements and security controls.

E3. Distinctive Agency, Division or Program needs (e.g., meeting technology, audio/video editing and conversion, accessibility testing & guidance/feedback, braille conversion and printing of DNR materials, work on department-level issues and projects, consultation/advice to other Division or Program).

E4. Assist SharePoint and/or other IT developers with workflow designs and development. Work within existing governance process to ensure projects are adhering to standards, work with users and DNR IT to troubleshoot issues.

E5. Provide analysis and feedback on IT/GIS/Web upgrades/issues/proposals to ensure business needs are met, including issue briefs, Change Advisory Board items including operating system upgrades, Microsoft Office upgrades, file storage options, DNR computer image, system patching, server upgrades, etc. Develop and test procedures to support agency policies, processes, technologies, and rules as assigned.

E6. Serve on IT teams as assigned (e.g., ad hoc teams on hardware and software standards), Support and communicate with management teams as assigned.

5% F. TRAINING: Acquire and maintain information technology knowledge. This position has Division-wide responsibility to ensure that Division/Program User Training tasks are assigned and completed:

F1. Maintain knowledge of new and emerging technologies related to standard and non-standard (program-specific) hardware, software and services, and recommend strategies for improved service delivery and cost savings to management. Attend approved annual learning plan activities, including but not limited to self-study, classroom training and other experiential activities and assignments.

F2. Identify and recommend training programs for standard and/or non-standard (program-specific) tools to improve overall skills, abilities, productivity, and efficiency.

F3. Provide user orientation and training on a variety of technologies including standard and/ or non-standard

(program-specific) software and Department and/or Enterprise IT related governance and policies. Help staff with printer and network drive setup at onboarding and other times as needed. Provide training individually, in a group setting, online, or via the development of guidance, fact sheets, training manuals and other documentation.

5% G. Organizational Responsiveness

G1. Complete mandatory DNR/DOA/DET training by deadline.

G2. Review and keep abreast of changes in knowledge and practices of position related IT activities and responsibilities.

G3. Participate in job-related training and organizational meetings as assigned by supervisor.

G4. Prepare forms and reports as necessary for personnel and budget accounting purposes in a timely manner.

G5. Perform other position-related duties as assigned.

G6. Follow all general and position-related safety requirements.

KNOWLEDGE-SKILLS AND ABILITIES

Knowledge and skill with circuit boards, processors, chips, electronic equipment, smartphones, and computer hardware and software.

Knowledge and skill resolve, repair, update, and installation of Windows systems, including approved commercial off-the-shelf or in-house developed software.

Knowledge and skill supporting Microsoft Office suite with proficiency in Outlook, Word, Excel, OneNote, PowerPoint, SharePoint, and Teams.

Knowledge and skill tracking IT assets, licenses, incidents, and service requests using an IT Asset and Service Management System.

Knowledge and skill related to installing, updating, supporting smartphones (Android and iPhone), computer hardware, networks, and software, including peripheral devices such as external hard drives, monitors, printers, and plotters.

Knowledge of PC registry and file management protocols and principles

Knowledge of networked devices and personal technology devices

Knowledge of organizational or institutional network environments and security protocols

Knowledge of organizational or institutional PC images

Knowledge of image compliance testing protocols and path development 11. Knowledge of information technology asset and license management principles

12.Skill with critical thinking and problem solving.

PHYSICAL REQUIREMENTS & ENVIRONMENTAL FACTORS: Sitting for long periods of time and lifting and carrying 5-30 lb. Environmental factors include working indoors in an office setting and independently traveling to offices around the state, when necessary.

EQUIPMENT USED: IT assets (computers, monitors, printers, smartphones, tablets, Mi-Fi, routers, fax machines, multi-function devices including printers/scanners), backup software, operating system software, configuration management software.

TELEWORK: The nature of this position does allow for telework as determined by department telework standards and workload.

SPECIAL REQUIREMENTS:

A+ Certification for hardware and software applications may be required within the first six months of appointment.

Ability to obtain and maintain a valid Wisconsin driver's license and meet the requirements to operate a state vehicle.

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Due to the sensitive nature of the enterprise data, resources, systems, and assets this position will have access to, employment will be contingent upon successful completion of a criminal background check.

PD ADDENDUM / DEPARTMENT PERFORMANCE OBJECTIVES:

Decision Making: Able to analyze situations fully and accurately to reach productive decisions. Consults appropriate parties when necessary and identifies the key concerns and/or issues that need to be addressed to make the best decision possible, at the correct level of decision hierarchy. The desired outcomes for this competency include excellence and credibility in decision making.

Service Excellence: Makes customer service a top priority and constantly seeks to improve customer service. Is responsive to changes in what customers want and need. Delivers on promises made to customers and follows up appropriately. The desired outcome for this competency is a strong connection to our customers.

Effective Communications: Able to express ideas in a clear, concise, and effective manner, whether speaking or in writing. Uses correct grammar and sentence structure in communications. Is a good listener, even when differing viewpoints are being expressed. Openly shares information and keeps all relevant parties updated. The desired outcome for this competency is strategic unity built on trust.

Interpersonal Relationships: Builds and maintains effective working relationships with others both internally and outside the organization; takes a positive and productive approach to resolving any conflicts which may arise. Exemplifies the commitment to the DNR's core value of respect; to work with people, to understand each other's views and to carry out the public will, maintain integrity, and treat everyone with fairness, compassion, and dignity. The desired outcome of this competency is a shared mind set and pool of meaning.

Leadership: Fosters and encourages support from his/her team to accomplish objectives, follow procedures, and accepts suggestions; inspires confidence and respect; motivates people to achieve agency goals and objectives; promotes respect, honesty, integrity, and fairness to all. Enforces

standards/rules fairly and consistently and leads with courage. The desired outcomes for this competency are accountability through ownership of the work, staff alignment with agency direction, and full engagement of all employees.