

The Maryland-National Capital Park and Planning Commission

TITLE: IT/Telecom Support Specialist III GRADE: 28 DATE: 8/26/2020
SERIES: Information Technology CODE: 1318 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, serves as a team leader and coordinates one or more functional areas of divisional computer, network and/or telecommunications support functions or is recognized as the divisional expert within one or more functional areas. Designs project and implementation plans, troubleshoots and maintains large department-wide networks, computers or telecommunications systems. Responsible for computer hardware, software and peripheral equipment; data base management, systems analysis and design, local and wide area network (LAN/WAN) management support, internet and intranet management and design; end-user support and training; and special applications software. Work involves developing and recommending standards, policies and procedures; developing functional area goals and objectives; maintaining records; coordinating technology support; conducting system analyses; and participating in long-range technology plans for the division. Some work is confidential or sensitive. The work (as an expert individual contributor or leader) results in provision of information technology support operations and services to employees within a department. Applies expert knowledge and support of computer science principles and practices, design and development of computer and network systems, computer and peripheral equipment, hardware/software and system setup, network and computer preventive maintenance, troubleshooting techniques and procedures. Independently performs various types of analyses and solves conventional, non-standard and challenging problems to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities and resources. The incumbent works in consultation with the supervisor and others to develop project objectives, scope, schedules and budgets; independently plans and performs the work; keeps the supervisor informed and seeks assistance for only highly complex or very sensitive matters. Work is expected to meet objectives highly effectively – the incumbent is held responsible for results, and is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other factors as sound judgment and creativity in solving problems.

A leader is defined as an employee who is permanently assigned to direct the work of at least one other employee and not a temporary, intermittent or casual assignment or worker.

Examples of Important Duties (Estimated Percentages):

1. Leadership (±40%)

- Leads or performs as an expert within one or more technical functional areas; which involves managing projects collaboratively with internal/external clients utilizing the IT unit's systems to meet specific client's goals.
- Creates project plans, testing, implementation and evaluation of system. Ensures that revenues and expenditures are in alignment with the budget; participates in division budget development. Maintains relevant records including supplies and equipment inventory.

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2. Core Functions (±50%) – assigned functions vary by position

- End-User Administration. Leads or provides expert end-user support in one or more functional areas; such as desktop support, telecommunications, mobile devices, file server access, peripheral equipment and software support. Provides an advanced level of troubleshooting support in response to complex problems, questions and inquiries that have been escalated.
- Local Area Network (LAN) Administration. Leads or performs expert network administration tasks; adds, deletes, modifies and ensures space is properly allocated to users in Active Directory. Provides guidance and attention to end-user problems (e.g., log in, printer hang-ups, space allocation); confirms and reviews the status of file servers, and preventive maintenance is performed (e.g., checks file system integrity, error logs and level of usage) and tape backups.
- System Administration. Leads or performs expert day-to-day operation of several systems including physical and virtual servers, network operating systems, telecommunications infrastructure and application software which includes monitoring of file servers for performance issues and server maintenance and security measures to prevent downtime. Ensures system backups; provides necessary corrective actions to ensure the stability and accessibility of servers, operating systems, applications and infrastructure. Provides access to file server resources to end users and performs data restoration when necessary.
- Storage Area Network (SAN)/Virtualization. Serves as SAN administrator managing the Virtualization/SAN infrastructure by creating goals, long-term virtualization and training plans; creates virtual servers and performs administration of physical host servers virtual guest servers. Monitors the performance of virtual and physical servers and changes system allocations as needed to ensure no performance issues arise. Ensures data replication for disaster recovery site is consistent and connections are functional; troubleshoots data replication issues; tests and refines disaster recovery procedures for data stored on SAN (applies to cloud, physical or virtual servers).
- Wide Area Network (WAN) Administration. Administers daily operation of WAN through monitoring and troubleshooting current infrastructure of wireless fidelity (WIFI), data services, network switches and routers. Ensures that service calls are placed during outages or intermittent problems; troubleshooting is performed, and remedies provided. Receives and reviews alarms from network monitoring system and ensures appropriate corrective actions are taken.
- Network Security. Administers daily functions of firewalls; adds, removes and modifies access rules based on infrastructure requirements for traffic flow and access to resources. Keeps informed of the current security threats and virus attacks, proactively preventing damage to systems; leads a team of LAN managers for establishing security measures and strengthening security policies.

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- Research and Analysis. Conducts analysis of business processes, requirements and reporting needs. Develops data management systems and applications to increase departmental productivity by utilizing multiple programming languages and relational database systems. Develops plans for configuring, testing and installing systems; researches hardware and software capabilities, compatibility with existing systems, and other characteristics.
 - Voice Communication Systems. Plans and coordinates support, installation, renovation and repair of telecommunications systems for a large department or several departments. Plans, designs and recommends technology plans for the department; works with supervisors, managers and other staff to identify and provide technical guidance for future objectives. Analyzes major systems; identifies user needs including current resources; and develops plans for configuring, testing, and installing systems. Designs configurations and analyzes cost effectiveness of alternative configurations; researches system capabilities, compatibility with existing systems and other characteristics. Develops specifications; selects or recommends selection of appropriate equipment and software.
 - Cloud Technology Administrator. Manages cloud infrastructure services and servers; leads, oversees and maintains, multiuser computing environment. Develops, configures, implements and manages the systems that comprise the underlying cloud platform; assists in setting up public or private cloud systems. Monitors and alters systems; establishes and executes the cloud operations as per specifications and parameters. Provides technical assistance on windows, cloud-based systems, and resolves operational problems. Implements, manages and monitors identity, governance, storage, computers, and virtual networks in a cloud environment.
3. Other (±10%)
- Keeps supervisor and others, as appropriate, informed of work activities, progress and problems. Develops and recommends standards, policies and procedures directly related to unit work; develops goals and objectives that are both strategic and tactical. Develops long-range planning; follows all IT policies and procedures in providing guidance to others and in daily work. Prepares end-user and technical documentation for improved customer service and effective system administration.
 - Provides expert knowledge and support in system integration, database administration and webmaster. Maintains up-to-date knowledge of hardware and software in use at the Commission by reviewing technical manuals, attending training classes and utilizing other sources of information. Operates computers proficiently with advanced knowledge of core software used in the Commission such as email, word processing, spreadsheets, presentation software and graphics.

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- Performs contract administration by preparing technical specifications for bid, coordinating with Central Purchasing on competitive procurements, participating in negotiations, monitoring contractor performance and validating invoices.
- Communicates in writing and orally; prepares written communications to management, end users and contractors. Prepares written justification for suggested procurements; makes oral presentations at meetings.
- Leads contact with vendor support to escalate issues and synthesizes results for staff to recommend action steps.

Important Worker Characteristics:

A. (1) Expert knowledge and support of:

- Computer science principles and practices;
- Design and development of computer and network systems including network architecture, standards and protocols;
- Computer, peripheral equipment hardware/software and system setup;
- Network and computer preventive maintenance, troubleshooting techniques and procedures;
- LAN/WAN management functions and procedures including network and error documentation, performance and security management;
- Network and operating systems and application software;
- Utility software for monitoring system performance and diagnosing problems;
- Safety practices when working with electronic equipment;
- Backup and disaster recovery;
- Microsoft Office Suite and other software typically used at the Commission;
- Cloud storage and application solutions;
- Wireless communication systems;
- Systems analysis and project management;
- Internet/intranet design and management.

(2) Commission organization, policies and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- A. Knowledge of, and skill in assigning or reviewing tasks, setting the pace, and otherwise assisting the supervisor by performing group leader work or ability to rapidly acquire knowledge and skill set.
- B. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skills in identifying subtle aspects of problems and making recommendations and decisions. Examples include diagnosing and correcting hardware and software problems; planning, directing and organizing work products by determining priorities and allocating resources; installation, testing, and troubleshooting hardware and software.

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- C. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, at times, be convinced or persuaded. This includes skill in actively listening and encouraging effective communication by others. Examples include planning, coordinating and executing business functions through use of information technology; preparing and presenting technical reports, correspondence and presentations.
- D. Interpersonal skills to interact with business contacts in a businesslike, customer service - oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or leader of a team.
- E. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. Associate's Degree in Computer Science, Information Management Systems, or any related field.
2. Five (5) years of experience in information technology support functions.
3. An equivalent combination of education and experience may be substituted, which together total seven (7) years.
4. Depending upon area of assignment, a valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.
5. Pass Commission medical examination.

Working Conditions:

Work is performed in an office setting. Work involves walking, standing, bending, crouching, and may carry equipment and supplies up to 49 pounds. Work must be performed accurately and may require occasional overtime, after-hours, weekend or on-call work.