WASHINGTON STATE DEPARTMENT OF
Natural Resources

ITS 3 Help Desk/Telephone Support Specialist

(will consider in-training candidates)

Information Technology Division

Recruitment # 2007-07-6698

AGENCY MISSION AND CHALLENGE:
The mission of the Department of Natural Resources (DNR) is to provide professional, forward-looking stewardship of our state lands, natural resources, and environment. DNR provides leadership under the Commissioner of Public Lands, an elected official, in creating a sustainable future for the State Trust Lands.

At the DNR, we envision a future in which our human and natural environment provides abundant and diverse social, ecological, and economic benefits for the people of Washington, in this and all future generations. In acting to ensure the vision, we ensure sustainability.

DNR manages over 5 million acres of state-owned land that includes forest, range, commercial, agricultural and aquatic lands. Since 1970 DNR-managed lands have generated $6 billion that support public schools, state institutions and county services. These lands also provide public benefits that include fish and wildlife habitat, clean and abundant water and public access to outdoor recreation. The DNR operates with a biennial budget of approximately $400 million and has over 1300 employees. For more information about the department, see the DNR website at www.dnr.wa.gov

Job Classification:	Information Technology Specialist 3
Type of Position:	This is a permanent position represented by the WFSE. Once appointed to this position the incumbent will be required to pay union dues or other representation fee within the first 30 days of employment.
Monthly Salary Range:	$4,033 - $5,289/month
Benefits Package:	Health and dental insurance, retirement pension, vacation, sick leave and holidays
Posting Date:	July 10, 2007
Closing Date:	July 20, 2007
Location:	Olympia Washington

POSITION PROFILE (full performance level)
This position serves as an IT generalist for the IT Customer Support Team and is independently responsible for meeting the daily IT and Telephone needs of multiple divisions and local outlying offices. This position provides non-routine technical support and consultation for the agency desktop pc's, software installation, pc deployment, basic GIS troubleshooting support, and telephone support.

Responsibilities include:

- **Help Desk Support -** Provides Tier 1 single point of contact customer support statewide for customers regarding workstations, printers, servers, mainframe, network and software application problems
- **Telephone Support** - Responsible for the overall coordination of NRB telephone support to include coordinating adds, deletes, and changes to telephone handsets; completes TSR Forms and communicates changes with DIS; point of contact for installation and troubleshooting of TDD phones; maintains NRB Cable Management Database; coordinates with NetVersant for Data Jack installations; programs telephone handsets for template.
- **Technical Support -** Independently provides consultation, technical assistance, and support for agency standard PCs and software. Responsible for coordinating and completing installations, configuring and maintaining hardware and software. This position provides GIS technical customer support for the agency to include technical consultation and solutions to basic GIS problems in applications used by DNR, such as ArcInfo and ArcView.

REQUIRED POSITION QUALIFICATIONS (Full Performance Level)

- Experience providing technical assistance and support for agency standard PCs and software.
- Experience installing desktop hardware and software for multiple business clients.
- Ability to effectively communicate and coordinate with a diverse team, data stewards and customers from regions

and divisions within the organization;

- Demonstrated journey level ability to trouble shoot, identify, and resolve helpdesk, PC, and software problems and recommend appropriate solutions.
- Must possess a superior level of phone etiquette and responsiveness, a dedication to customer service excellence and the ability to provide journey level desktop customer support, resolution and service.
- Demonstrated ability to work as part of a team to develop and achieve department and project goals.

This level of knowledge and skill is typically evidenced by or achieved after:

- A Bachelor's or AA degree in computer science, information systems, science or natural resource management field And
- Two (2) years of professional level experience providing desktop, GIS, and customer support in a large technology environment
- Two (2) years experience using ArcInfo or ArcView.

DESIRED POSITION QUALIFICATIONS

- A Bachelor's degree in computer science, information systems, science or related natural resource field.
- General understanding of natural resources management.

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REQUIRED QUALIFICATIONS FOR IN-TRAINING CANDIDATES (ITS 1 level)

- One year of customer service experience providing IT services or supporting IT staff.
- Ability to create a positive customer experience, meet or exceed customer expectations, and deliver results.
- Ability to learn in a fast-paced technical environment.
- Must possess a superior level of phone etiquette and responsiveness.
- Ability to provide entry level pc deployment and install assistance for agency standard PCs and software.

WHO MAY APPLY

This recruitment is open to all candidates who meet the full performance (ITS 3) required qualifications and in training required qualifications.
Our preference is to fill at the full performance level, but will consider less than full performance qualifications if need be.

APPLICATION PROCESS

To be considered for this position please submit:

- A letter of interest describing how your experience and qualifications relate to the job profile and the required and desired position qualifications. Indicate in your letter of interest how you learned of this opportunity.
- A resume
- A completed application – www.dnr.wa.gov/jobs/stateapp.doc
- An online voluntary Applicant Profile Questionnaire.

The first screening will be based on information contained in your letter of interest, resume and your state application.

Submit all materials by the closing date to:

Electronic method preferred	OR other method
dnrrecruiting@wadnr.gov	Roberta Searles Department of Natural Resources PO BOX 47033 Olympia, WA 98504-7033

NOTE: Please indicate Desktop/Telephone Support Specialist, Recruitment #2007-07-6698 in the subject line of your e-mail.

By submitting the application materials you are indicating that all information is true and correct to the best of your knowledge. You understand that the state may verify information and that untruthful or misleading information is cause for removal from applicant pool or dismissal if employed.

Questions? Please contact Callie Goldsby at 902-1495 or e-mail us at DNRrecruiting@wadnr.gov.

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