

Position #311449
IS Technical Services Senior
Service Support Technician
DTSDS/BITS/IT Solution Center Section

POSITION SUMMARY

Under the general supervision of the IT Solutions Center Section (ITSC) Supervisor and the guidance of the ITSC Lead, this position uses a proactive, process-oriented, customer focused approach, and assists in growing the use of technology throughout the agency. This position is responsible for providing support to ETF staff by providing direction, answers, and resolutions to a full range of IS questions and problems reported to the IT Solution Center as well as supporting the agency's user-focused technologies.

This position supports user experience, actively engages in the technology lifecycle process, and provides high-level service operation skills. The user experience duties consist of providing innovation and research of technologies, follow through of technology integration (training/use of technology), and expertise to support strategic and business unit initiatives. The technology lifecycle support process helps guide the process and provides product ownership duties for the agency. The high-level service operation activities include providing and maintaining ITIL-based frameworks around Problem, Incident, and Request fulfillment processes and procedures. This role uses insight and analysis of service support functions and service tickets to assist the IT Solution Center to a more proactive and mature environment.

This position provides technical assistance in the support, preparation, and implementation of desktop supported services, customer systems, and hardware tools. This position will partner with technology and business experts, the Office of Enterprise Initiatives, ETF business analysts, and end users to plan, and coordinate IT's end-user service delivery efforts. This position is a liaison between business users and technical staff to facilitate solutions to problems. The incumbent proactively assists the Service Support Lead to develop business user how-to instructions, training, and service portals.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 630,000 members receiving \$5.6 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports the agency strategic goal focused on building a talented and agile workforce necessary for achieving the department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

GOALS & WORKER ACTIVITIES

35% GOAL A: Provision of professional technical support and problem/question resolution related to desktop supported services, customer systems, and hardware tools

- A.1 Provide technical support and problem resolution for desktop supported services, customer systems, and hardware tools. Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- A.2 Analyze and research assigned issues to determine the best solution based on the issue and details provided by customers.
- A.3 Escalate unresolved issues to the next level of support personnel.

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- A.4 Provide accurate information on available IT products or services.
 - A.5 Record events and problems and their resolution in appropriate logs.
 - A.6 Follow-up and update customer status and information.
 - A.7 Provide customer feedback or suggestions to the appropriate internal team.
 - A.8 Identify and recommend improvements on IT processes and procedures.
- 35% GOAL B: Coordinates professional support operations around the use of technology to the ETF Service Desk
- B.1 Serve as primary contact point in major incident and problem management, including tracking and managing major incidents through the complete incident life cycle, and identify solutions preventing re-occurrence of incidents.
 - B.2 Investigate, analyze, and negotiate the resolution of service requests, issues, and problems with business-area staff and with the support of IT technicians.
 - B.3 Provide exceptional customer service in person, via phone and email as appropriate.
 - B.4 Perform root cause analysis, develop checklists for typical problems and recommend procedures and controls for problem prevention.
 - B.5 Support multiple platforms including desktops, laptops, mobile devices, and videoconferencing equipment.
 - B.6 Assist staff in implementing solutions related to identified incident or service request.
 - B.7 Perform ongoing activities to maintain and enhance overall system performance.
 - B.8 Recommend improvements to IT service operation particularly Incident Management, Change Management, Configuration Management processes.
 - B.9 Work collaboratively with other IT teams (Infrastructure, Security Administration, and/or applications development) to correctly identify and address problems and restore service.
 - B.10 Assist as a subject matter expert for process integration and automation opportunities.
 - B.11 Image, install, troubleshoot, diagnose, and repair system hardware and software.
 - B.12 Use Service Desk ticketing system to track and document work.
- 25% GOAL C: Coordination of end-user technology integration activities (training/use of technology development) to increase ETF technology maturity
- C.1 Responsible for maximizing the value of an assigned product resulting from ETF's Technology Lifecycle process.

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- C.2 Work with business units and individuals to help identify innovative ideas and technology usage within our organization and help implement into practice throughout ETF.
 - C.3 Becomes a “Product Owner” and assists in defining how a product fits within ETF’s strategic and business unit initiatives to increase its effectiveness and level of usage within our organization.
 - C.4 Model the effective use of technology integration strategies for staff and/or business units and across content areas either in a training environment or in one-on-one or business unit development.
 - C.5 Identify technology strengths of individual staff and assist in identifying technology thought leaders.
 - C.6 Survey staff for levels of professional knowledge and skill around technology integration to determine technology support needs.
 - C.7 Provide a personalized learning approach to assist the organization/business units with focused technology skills growth for the technology-based resources of ETF.
 - C.8 Model continuous learning, to keep current, and to be a thought leader in ITSC and for ETF.
- 5% GOAL D: Participation on ETF enterprise projects and special projects assigned by ITSC Service Lead or ITSC Supervisor
- D1. Research and evaluate new tools and technologies and make recommendations on potential benefits for IT and/or business user staff.
 - D2. Act as a consultant on projects requiring workstation hardware and software expertise.
 - D3. Carry out special assignments to respond to the needs of the Department.
 - D4. Promote the introduction of new technologies as appropriate to support agency business goals.
 - D5. Lead the installation and configuration of new hardware and software as required by ETF projects.
 - D6. Conduct technology orientations for new staff.

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Knowledge, Skills, and Abilities:

1. Ability to develop user documentation and perform training.
2. Ability to assist in identifying training needs.
3. Ability to analyze complex technical options and do technical proposals.
4. Ability to give impactful presentations.
5. Ability to identify, manage, troubleshoot, and resolve problems.
6. Knowledge of Microsoft Active Directory.
7. Knowledge of Microsoft Office 365.
8. Knowledge of Mobile Device performance monitoring and tuning techniques.
9. Advanced problem resolution skills, with a knowledge of Problem Management processes and procedures.
10. Knowledge of image deployment via Desktop Management Tools (SCCM).
11. Knowledge of Microsoft Productivity suite of tools.
12. Ability to create and maintain a proactive, continuous improvement Service Management environment.
13. Ability to provide a high level of responsiveness and customer service to allow the business areas to complete their business objectives.
14. Ability to communicate proficiently, support the project management process, and interact with people in a professional manner are essential requirements of this position.
15. Comprehensive knowledge of customer service and customer relationship techniques.
16. Ability to work independently and to learn and acquire information independently.
17. Ability to transform business requirements into system specifications and to develop workflow and test procedures.
18. Excellent verbal and written communication skills.
19. Effective communication in small and large group settings, including public speaking.
20. Excellent team dynamic and interpersonal skills and the ability to work and effectively communicate with departmental customers, vendors, business analysts, business users, technical developers, and peers.
21. Solid organizational and time management skills to work independently and within a team.
22. Ability to use an IT Service Management (ITSM) tool to track and document incidents and service requests, including creating and maintaining knowledge documents.
23. Ability to understand and comply with all ETF and enterprise data, security, or other applicable standards, policies, processes, and procedures.
24. Ability to maintain confidential information in accordance with policies, guidelines and direction from manager.
25. Ability to demonstrate a commitment to fostering a diverse working environment.