



OKLAHOMA DEPARTMENT OF WILDLIFE CONSERVATION

JOB DESCRIPTION

Job Title: Information Systems Support	Grade: 14
Division: ADMINISTRATION	Job Code: B23A
Reports To: Chief Financial Officer, Chief of Administration	FLSA Status: Exempt

SUMMARY OF ESSENTIAL JOB DUTIES:

Under the supervision of the CFO, responsibilities for performing highly technical responsible work in providing computer services and office automation support related to implementing and maintaining personal computer systems, local area networks, client workstations, network components, and other automation equipment and devices. In this role, incumbents are assigned technical responsibilities involving the implementation and maintenance of various types of computer systems and related equipment and software. Duties include providing assistance and training to users, identifying and resolving problems related to applications and software, coordinating and supporting automation systems for specific program areas, performing regular maintenance on computer equipment, printers and other devices, serving as a liaison between users and the Information Technology Division, occasional weekend and after hours support as required, and participation in a rotational on-call schedule.

JOB DUTIES:

- Diagnoses and troubleshoots problems with applications and software and client workstations, servers, network components, office automation equipment and devices, and related systems and devices; identifies causes and resolves technical problems.
- Maintains client workstations, regularly executes disk scans to check for file, folder or disk errors; defragments hard drives for optimum performance; performs virus scans and cleans peripherals, such as monitors, keyboard, and mouse; coordinates network/mainframe security requests.
- Participates in testing and implementing new applications and software; develops instructional guides or provides group or individual user training as needed; assists users in the operation and application of available equipment and network systems.
- Serves as a specialist in the various electronic data processing systems utilized for various program areas. Makes recommendations regarding training and equipment needed for office automation. Maintains security of computer identifications and/or passwords. Changes tapes as needed.
- Participates in workshops, seminars, conferences and other training on computer systems, networks and office automation devices; keeps abreast of current technology and improvements.
- Assists in the development and placement of new forms and documents on the system.
- Clearly documents work done in agency ticketing system.

Must have the ability to:

- Lift and carry standard office equipment and supplies up to 25 pounds and operate a vehicle.
- Establish and maintain effective working relationships, work independently, and be professional and courteous with the public, employees, and other agencies.
- Communicate clearly and effectively in public speaking situations and be able to express oneself clearly and concisely in writing.
- Use personal computer and various office equipment. Should be proficient in Microsoft Word, Excel, PowerPoint, and have an overall understanding of internet-based computer applications.

- May be required to occasionally work extended hours and weekends.
- Occasional travel to field offices with pool vehicles.

Requirements:

Education and Experience: Requires one year of experience working with Microsoft Office or a similar product; or an equivalent combination of education and experience.

Knowledge and Skills: Experience with SQL, VMware, Zoho CRM are preferred.