

Position Description: IS Comprehensive Services Specialist

Under the general direction of the Secretary and the supervision of the Deputy Secretary, this position is responsible for all information systems (IS) and technology (IT) necessary to support the work of the Board of Commissioners of Public Lands and the Department of Administration, Division of Trust Lands and Investments.

% Goals and Activities

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A. Trust Lands Management Support

- A1. Support agency management and trust lands staff with the use of Geographic Information Systems software.
- A2. Facilitate staff needs for the creation and analysis of spatial data.
- A3. Acquire and maintain a library of appropriate spatial data.
- A4. Establish and maintain licensing and appropriate security for spatial data layers.
- A5. Establish agency standards for GIS map documents.
- A6. Maintain and support the agency's land and resource management data system.
- A7. Develop and implement improvements to the land and resource management data system as appropriate.
- A8. Prepare reports for agency management regarding land holdings, purchases and sales as requested.

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B. Infrastructure & Enterprise Management

- B1. Manage and support all local desktop software and hardware. Maintain desktop PC, laptop and network performance and availability to meet the agency's needs.
- B2. Serve as end-user support and primary liaison for the Division of Enterprise Technology ("DET") for managed network, desktop support, e-mail, database, and other services provided by DET and consumed by the agency. Establish and maintain good working relationships with DET staff.
- B3. Assist agency staff with e-mail archiving, general data management, and electronic file and directory structure management, to ensure efficient use of agency resources.
- B4. Acquire and maintain hardware, software and services to support the day to day technology needs of the agency.
- B5. Analyze new IT products and services. Make recommendations to agency management regarding product and services purchases. Recommendations shall include a cost-benefit analysis, technology compatibility analysis, staff training needs analysis, and agency budget constraints.

- B6. Plan and implement a computing environment for agency staff that promotes productivity and takes into account available technology, trends in technology, staff computing proficiency, and agency budget constraints. Make recommendations for systems improvement as appropriate.
- B7. Ensure that each agency computer user has access to an appropriately configured desktop or laptop PC and configure PCs for new users as necessary.
- B8. Manage and support all local and remote printers. Share printers among multiple users as appropriate.
- B9. Support and remotely manage agency server environment as necessary for agency needs, working with DET staff and being mindful of DET policies, services, and costs.
- B10. Develop and maintain an ongoing plan to address equipment acquisition and replacement for the agency in keeping with industry "best practices", where practical, and within agency budget constraints.
- B11. Maintain inventory records on technology asset acquisition and installation, including hardware and software. The inventory should contain installation location and maintenance/licensing information. The inventory should be updated at least twice a year.
- B12. Assist in the development of Request for Proposals on agency IS projects. Supervise and manage third party consultants on agency IS projects.
- B13. Create and maintain systems architecture documentation including both agency owned technology resources and those provided by DET and vendors. Documentation should include configuration (if known), systems administration procedures, points of contact, and other pertinent information to enable effective support and use of the various technology components. Documentation should be brought up to date at least twice a year.
- B14. Work with DET and outside vendors to develop, maintain and update agency website.
- B15. Work with agency staff to develop policies and procedures for keeping information on the agency website updated and accurate.

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C. Data Management

- C1. Develop and maintain data model for agency.
- C2. Maintain integrity and security of agency databases.
- C3. Develop procedures/workflows to promote the quality of agency data.
- C4. Develop reports and facilitate analysis of data based on agency and staff needs acquiring or creating data where necessary.

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D. Agency Land Records Support

- D1. Work with agency staff and management on analyzing, designing and implementing solutions for imaging and indexing various agency documents
- D2. Work with agency staff and management on developing solutions for making agency land records accessible to the public.

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E. Trust Fund Management and State Trust Fund Loan Program Support

- E1. Maintain and support the agency's loan tracking and accounting system. Update loan program database information on borrowers from DOR and DOA source data.
- E2. Develop and implement improvements to the loan tracking and accounting system as appropriate.
- E3. Maintain and support the agency's bond tracking and accounting system, currently provided by the Schwab PortfolioCenter product.
- E4. Assist agency staff in developing reports on loans and investments and revenue.
- E5. Provide summary reports to the Secretary and Deputy Secretary on loan data as requested.

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F. Agency Staff Training

- F1. Work with agency management to evaluate agency staff training needs. Evaluate, research and recommend staff training options on the agency's data management systems and software applications where appropriate.
- F2. Present short "helpful hints" IS presentations to agency staff.

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G. Other

- G1. Develop and implement agency options for continuous IS support during periods of absence from office.
- G2. Provide data to other external entities upon proper request and authorization.
- G3. Identify and attend professional training sessions appropriate to job responsibilities taking advantage of self directed training as well as approved training courses, conferences, workshops and seminars.
- G4. Participate in agency strategic planning and other planning efforts regarding IS issues.
- G5. Participate as needed (not on a lead basis) with State groups, coordinating the efforts to consolidate IT resources, representing the agency aiding in the development of policy and code that has the potential to impact agency business processes.
- G6. Perform other duties as requested.

Knowledge and Skills

Advanced knowledge of Oracle Database platform and SQL/PL/SQL programming.
Advanced knowledge of spatial data management, analysis, and cartography using ARC GIS v9.x.
Applied knowledge of Visual Basic 6, HTML, VBA, VBScript and other scripting languages.
Applied knowledge of Crystal Reports and other database report generation tools.
Applied knowledge of field data collection equipment and software, including GPS.
Applied knowledge of all stages of the software development cycle.
Applied knowledge of DOS, Windows, and Linux/Unix operating systems environments.
Ability to research and resolve complex IT problems
Applied knowledge of hardware and software asset management
Applied knowledge of website development
Applied knowledge of project planning, budget development, leadership, and management
Ability to provide technical advice and support in laymen's terms to agency staff
Professional behaviors, judgments and discretion
Strong organizational and time management skills.
Ability to speak and write clearly, effectively, and with technical accuracy.
Ability to establish and maintain effective internal and external working relationships.