

LOTTERY TECHNICAL SUPPORT LEAD**NATURE OF WORK:**

Under general supervision, performs advance level and lead work in support of the business applications in the complex information technology environment of the West Virginia Lottery. Work involves complex technical support and lead work in the following areas: personal computer installation, help desk support, desktop administration, network administration, network operation and support, information technology training, quality assurance, technical writing and security maintenance. Receives and documents calls for assistance; analyzes problems and devises solutions; sets up and installs personal computers or workstations; sets up and installs peripheral hardware such as printers, modems and scanners; installs and configures operating systems, applications and other software; installs and troubleshoots server software; maintains network operating system; provides second level technical support in the use of application programs, network utilities and hardware devices; diagnoses and resolves second level local area and wide area network problems; sets up users and provides rights, access security and passwords. Oversees the work of other Lottery Technical Support staff on field assignments. Trains and mentors new Lottery Technical Support employees. Frequent statewide travel to Lottery employee work sites is required. Emergency 24/7 on-call status is required. Background and credit investigation and security clearance required for employment. Performs related work as required.

DISTINGUISHING CHARACTERISTICS:

This is advanced level and lead work in the Lottery Technical Support class series. Employee performs second level technical support and leads other Lottery Technical Support staff in supporting the business applications of the Lottery. Supports personal computers, peripheral hardware devices and networks; installs and supports application software, server and network software. Performs more complex hardware, software and network problem diagnoses and resolution. Trains and mentors new employees. Assists in the development of specifications for information technology purchases and upgrades.

ESSENTIAL JOB FUNCTIONS: (Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.)

Provides second level technical support for the information technology hardware, software and networks of the Lottery.

Leads the installation of personal computers, laptops, and peripheral devices such as printers, modems and scanners; leads the installation of servers and network hardware and components including routers, switches, controllers and cabling; installs and tests coaxial cable to connect computer and peripheral hardware and networks.

Leads the installation and configuration of personal computer software, server and network software; operates and maintains network operating systems; leads the installation of software upgrades in new or existing computers.

LOTTERY TECHNICAL SUPPORT LEAD (CONT'D)

ESSENTIAL JOB FUNCTIONS: (Cont'd)

- Sets up users; provides rights, access security and passwords.
- Provides on-site and remote second-level technical assistance to Lottery personnel in computer and network problem resolution; performs hardware and software diagnostic tests including the use of software utility programs.
- Instructs users by phone or email on solutions for hardware or software problems; supports users on problems with network access, printer access and local and wide area network operations.
- Contacts vendors for technical assistance on repairs/upgrades as necessary.
- Leads the development and presentation of user training on computer applications, operations and network operations.
- Assists in the monitoring of Lottery-specific and 3rd party system security measures; instructs users on information technology security threats and security procedures; assists in business recovery planning procedures to ensure uninterrupted operation of Lottery and 3rd party systems.
- Leads maintenance of hardware and software inventory.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the use and functionality of desktop computers, laptops and peripheral devices and their components.
- Knowledge of the concepts and design of local and wide area computer networks.
- Knowledge of the principles and techniques of installing and configuring personal computers, peripheral devices and networks.
- Knowledge of desktop computer operating systems and system fundamentals such as memory, power supplies and troubleshooting techniques.
- Knowledge of the use of standard software applications such as word processing, spreadsheet, email and database.
- Ability to install and configure personal computers and peripheral hardware devices.
- Ability to install and configure software on personal computers and peripheral hardware devices.
- Ability to diagnose and troubleshoot information technology hardware and software problems.
- Ability to read and comprehend technical manuals and instructions.
- Ability to relate technical information and concepts to employees with limited knowledge of personal computers, peripheral devices, software and computer networks.
- Ability to lead the work of other information technology employees in a field setting; ability to train and mentor others.
- Ability to plan and implement information technology installation and upgrade projects of limited size and complexity.
- Ability to lift and move computers and peripheral devices and to install cabling and wiring in confined spaces.

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LOTTERY TECHNICAL SUPPORT LEAD (CONT'D)

MINIMUM QUALIFICATIONS:

TRAINING: Successful completion of at least twelve semester hours in computer science or information technology from a regionally accredited college or university.

OR

Successful completion of an information technology, networking, computer science, computer programming or data processing program of at least 1080 clock hours from a secondary, vocational or technical school, commercial college or school of comparable level.

OR

Successful completion of an industry recognized certificate program in personal computer or network support, LAN/WAN administration, network/service/support.

SUBSTITUTION: Full-time or equivalent part-time paid experience as described below may substitute for the required training on a year-for-year basis.

EXPERIENCE: Four years of full-time or equivalent part-time paid experience installing and supporting personal computers or microcomputers and software.

Established: 4/16/09

Revised: 10/5/09

Effective: 10/5/09