9229

LOTTERY TECHNICAL SUPPORT

NATURE OF WORK:
Under direct supervision, performs beginning level technical work in support of the business applications in the complex information technology environment of the West Virginia Lottery. Work involves technical support in the following areas: personal computer and peripheral device installation, help desk support, desktop administration, network operation and support and security maintenance. Receives calls for assistance; analyzes problems and implements solutions; sets up personal computers or workstations; sets up and installs peripheral hardware such as printers, modems or scanners; installs and configures operating systems, applications and other software; installs and troubleshoots server software; operates and maintains network operating systems; provides technical support in the use of application programs, network utilities and hardware devices; diagnoses and resolves local area and wide area network problems; sets up users and provides rights, access security and passwords. Statewide travel to Lottery employee work sites is required. Emergency 24/7 on-call status may be required. Background and credit investigation and security clearance required for employment. Performs related work as required.

DISTINGUISHING CHARACTERISTICS:
This is the beginning level in the Lottery Technical Support class series. Employee works under direct supervision installing, maintaining and supporting desktop computers, peripheral devices and local and wide area networks. Troubleshoots less complex software and hardware problems; pulls cable and installs hardware; installs software and performs initial training for users. Assists higher level Lottery Technical Support in the office automation of the Lottery.

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.)
Installs personal computers, laptops and peripheral devices such as printers, modems and scanners; installs servers and network hardware and components including routers, switches, controllers and cabling; installs and tests coaxial cable to connect computer and peripheral device hardware and networks.
Installs and configures personal computer software, server and network software; operates and maintains network operating systems; installs and configures software upgrades in new or existing personal computers.
Sets up users; provides rights, access security and passwords.
Provides on-site and remote first 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 in troubleshooting hardware and software problems.
Instructs users by phone or email on solutions for hardware or software problems; supports users on problems with network access, printer access and local area network or wide area network operations.

LOTTERY TECHNICAL SUPPORT (CONT'D)

ESSENTIAL JOB FUNCTIONS: (Cont'd)
Contacts vendors for technical assistance on repairs/upgrades as necessary.
Uses error logs in servers and switches to verify proper operation and to troubleshoot problems.
Plans and conducts individual or group training on computer applications, operations and
network operations.
Instructs users on information security threats and security procedures; installs and tests anti-
virus software.
Assists in monitoring Lottery central management system and 3rd party proprietary systems.
Assists in maintaining hardware and software inventory.
Performs back-up and business recovery procedures.

KNOWLEDGE, SKILLS AND ABILITIES:
Knowledge of use and functionality of desktop computers, laptops and peripheral devices and
their components.
Knowledge of the basic concepts and design of local area and wide area computer networks.
Knowledge of the principles and techniques of installing and configuring personal computers and
peripheral devices.
Knowledge of desktop computer operating systems and system fundamentals memory, power
supplies and troubleshooting techniques.
Knowledge of 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 hardware devices, software and computer networks.
Ability to maintain effective working relationships with Lottery employees, vendors, other
information technology employees in the state and 3rd party proprietary system personnel.
Ability to lift and move computers and peripheral device hardware and to install cabling in
confined spaces.

LOTTERY TECHNICAL SUPPORT (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: Two 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