DA 281-2 State of Kansas - Department of Administration
Rev. 1-86 **DIVISION OF PERSONNEL SERVICES**

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.
CHECK ONE: ☐ NEW POSITION ☑ EXISTING POSITION

Agency Number

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Kansas State Historical Society (KSHS)	9. Position No. K0057178	10. Budget Program Number 01031

2. Employee Name (leave blank if position vacant Vacant	11. Present Class Title (if existing position) Technology Support Consultant II

3. Division Administration	12. Proposed Class Title

For Use By Personnel Office

4. Section Information Technology	13. Allocation
5. Unit	14. Effective Date
6. Location City Topeka County Shawnee	15. By Approved
7. (circle appropriate time) **Full time** **Perm.** Inter. Part time Temp. % 100	16. Audit Date: By: Date: By:
8. Regular hours of work: (circle **appropriate** time) **8 a.m – 5 p.m., Monday-Friday**	17. Audit Date: By: Date: By:

Position Number

PART II - To be completed by department head, personnel office or supervisor of the position

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
	Public Service Executive II	K0108089

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
	Public Service Executive II	K0108089

20.a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The employee has considerable autonomy in implementing the work of the position. Incumbents usually receive a general outline of the work to be performed and are free to develop their own sequences and methods within the scope of established policies and requirements. The employee reports to his/her supervisor through regular discussions and written communications to discuss work progress or new problems. In most cases the employee will be provided with expected outcomes and will be given significant autonomy to determine and implement appropriate methods for achieving them.

21. Describe the work of this position <u>using this page or one additional page only</u>. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

	Overview This is full performance technical work advising and assisting computer users in solving problems in a distributed computing environment. The position serves as an agency's systems administrator with primary responsibility for selecting, procuring, installing, configuring, updating, repairing, and maintaining information technology hardware and software (on-premise/cloud, physical/virtual). They also supports the agency's telecommunications and building security systems; assists in administering the agency's information security program; plans, develops, and maintains interactive museum exhibits and information kiosks; administers IT purchases and tracks IT expenditures against the annual budget allocation; and contributes to digital preservation activities.
50% E	**Systems Administration** • Storage management: Selects, procures, configures, deploys, updates, maintains, and retires physical storage servers and/or cloud storage services used to house the agency's operational digital files and 100+ TB of digitized and born-digital collections; plans, implements, and monitors backups of all digital assets (on-premise, offsite, and cloud); monitors and plans for future storage needs. • Application server administration: Selects, procures, configures, virtualizes, deploys, and retires on-premise, virtualized application servers (Windows and Linux) used for the agency's back office applications. • Network administration: Selects, procures, configures, deploys, updates, maintains, and retires local area network switches; configures and manages DNS server; configures and manages VLANs; runs and reconfigures network cabling as needed. Specifically CISCO and HP switches along with Dell servers. • Active Directory administration: Creates, configures, modifies, and removes Microsoft Active Directory accounts to ensure appropriate employee access to network resources. • Software support and training: Selects, procures, installs, configures, updates, troubleshoots, and provides training for the agency's broad array of commercial and open source software titles including, but not limited to, Abbyy Finereader, Acrobat, ArcGIS, Archivematica, AutoCAD, BitCurator, Chrome, Dymo LabelMaker, Excel, Final Cut Pro, Firefox, Fixity, Fundraising 50Active Inspire, Illustrator, InDesign, Innovative Sierra ILS, OCLC Connexion, OneDrive, OneNote, Outlook, Photoshop, Quickbooks, PowerPoint, Preservica, Silverfast, Skype for Business, Visio, VLC media player, and Word. • Retail management support: Installs, maintains, upgrades, and troubleshoots agency retail management hardware and software (TAM Retail) deployed at multiple KSHS locations around the state. • Workstations: Selects, procures, configures, deploys, maintains, and retires employee desktop and laptop workstations. • Printer support: Selects, procures, configures, deploys, maintains, repairs, and retires inkjet and laser printers. • Copiers/scanners support: Assesses agency needs and contributes to periodic selection of leased copiers/scanners; resolves minor copier problems; contacts vendor to perform needed repairs; configures scanners to facilitate employee workflows.
10% E	**IT Security** • Assists the agency's information security officer administer the agency's information security program. • Coordinates agency IT disaster planning and participates on the agency disaster planning team. • Monitors and makes required changes to the agency firewall. • Installs security updates to storage and application servers. • Ensures that workstations have updated antivirus software and Windows security patches. • Monitors antivirus software and responds to virus and malware notices.
10% E	**Building Security & Telecommunications** • Supports agency security cameras and the security camera control system. • Retrieves security camera incident video when needed. • Adds and removes keycard access for non-agency state employees to access the Topeka offsite data center (TODC). • Creates and sends monthly reports to OITS of who has TODC access rights and who has entered the TODC. • Troubleshoots keycard readers, fire sensors and other building security issues to find resolutions or work with vendors to have repairs made. • Renews keycard expiration dates to ensure building access for agency staff. • Supports the agency phone system including voicemail account management and troubleshooting phone system issues.
10% E	**IT Administration** • Tracks IT expenditures against the annual IT budget allocation. • Requests quotes for IT hardware, software and services, negotiating lower prices where possible. • Creates IT purchase requests in SMART and places orders for IT hardware, software, and services. • Maintains inventory of all IT hardware throughout its lifecycle with the agency. • Wipes all data from storage devices in accordance with State of Kansas and U.S. Department of Defense standards before disposing of obsolete technology through surplus property. • Assists accounting staff by reviewing OITS billing statements and resolving any issues. • Documents all work to enhance future efficiency and provide for continuity of operation.
10% M	**Interactive Exhibit Development and Public Programming Support**

	• Plans, develops, tests, deploys, and maintains interactive and/or audio/visual exhibits for the Kansas Museum of History and the state historic sites. • Maintains information kiosks at the Kansas Capitol Visitors Center. • Supports audio/visual and computer equipment for public programs and third-party events at the Kansas Museum of History and the State Archives Building.
5% M	**Digital Preservation** • Contributes to agency efforts to plan for, develop and/or acquire, maintain, and update a standards compliant digital preservation environment. • Installs, maintains, updates, and troubleshoots digital preservation software (e.g. Preservica, Archivematica, BitCurator, Fixity, BagIt, Bagger, etc.) • Administers fixity checks on the agency's digitized and born digital collections to ensure digital file integrity. • Manages the automated transfer of born digital newspapers from a vendor to the KSHS.
5% E	**Other Duties** • Serves on inter-divisional committees, task forces, and teams. • Enhances knowledge and skills by reading professional literature and attending in-person and remote training opportunities. • Performs other tasks assigned by the supervisor or by other Kansas Historical Society administrators in order to help carry out the general mission of the agency.
	The supervisor reviews all the above responsibilities during periodic feedback sessions and the annual evaluation, and whenever problems arise with regard to quality of results

22.a.   If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
(   ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
(   ) Plans, staffs, evaluates, and directs work of employees of a work unit.
(   ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

Work involves leadership as a senior consultant or project leader on diverse and complex web and mobile applications.

b. List the names, class titles, and position numbers of all persons who are supervised <u>directly</u> by employee on this position.

Title	Position Number	Name

23. Which statement best describes the results of error in action or decision of this employee?
(   ) Minimal property damage, minor injury, minor disruption of the flow of work.
(   ) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
(   ) Major program failure, major property loss, or serious injury or incapacitation.
(X) Loss of life, disruption of operations of a major agency.
Please give examples.

The Kansas Historical Society depends upon information technology infrastructure to carry out multiple aspects of its mission. IT infrastructure failures – network, storage and application servers, Active Directory, backups, workstations, etc. – have a major impact on agency service delivery. IT outages directly affect the public who use KSHS resources remotely and in person. Primary or backup storage server failure could result in the loss of irreplaceable operational files and born-digital collections. IT security failures could result in digital information damage or loss.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily interactions with IT team co-workers and other agency staff. Frequent contact with agency managers and executives, vendors, and IT staff from other state agencies.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Possible eye and/or back strain from long periods in front of a computer screen. May occasionally need to lift IT hardware when installing, repairing, or retiring machines.

26.   List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Daily use: Servers, workstations, mobile devices, printers, scanners, copiers, and telephones.
Weekly/Monthly use: Network switches, firewall, security cameras, UPS devices, smoke detectors, door contacts.

PART III - To be completed by the department head or personnel office

27.   List in the spaces below the <u>minimum</u> amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.
<u>Education – General</u> -----Must possess the following:

High School Diploma or equivalent

<u>Education or Training - special or professional:</u>

<u>Licenses, certificates and registrations:</u>

Special knowledge, skills and abilities

This position requires:
Knowledge of:
- Linux and Windows server administration
- Virtualization management (Linux KVM and/or Microsoft Hyper-V)
- Network administration, including management of switches, VLANs, and DNS
- Storage administration, including backup management and recovery
- Cisco Meraki firewall administration
- Cybersecurity best practices
- Disaster preparedness and recovery best practices
- Building security cameras and security camera control systems
- Interactive museum exhibit development
- Digital preservation best practices

Ability to:
- Accurately estimate time and resources required to implement proposed projects, share estimates with management team, and complete project in accordance with estimate
- Work collaboratively with co-workers in a team environment
- Listen actively and ask clarifying questions
- Communicate ideas and collaborate with functional users, developers, graphic designers, marketing professionals, and executives effectively verbally and in writing
- Stay current on emerging trends in technology and share knowledge appropriately

Skills:
- Strong time-management, multi-tasking and prioritization skills
- Critical thinking and creative problem-solving skills
- Innovative and a self-starter
- Strong written and verbal communication skills
- Excellent troubleshooting skills

Experience - Length in years and kind

Six months advising and assisting computer users in a distributed computing environment. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must be able to lift IT equipment weighing up to 40 pounds.

Approved:

_____   _____
Signature of Employee   Date   Signature of Personnel Officer   Date

_____   _____
Signature of Supervisor   Date   Signature of Agency Head or   Date
Appointing Authority