



## FIRST THINGS FIRST

### **DESKTOP & SYSTEMS SUPPORT ADMINISTRATOR**

First Things First (Arizona Early Childhood Development and Health Board) is a public agency and one of the critical state partners in creating a child and family-centered, comprehensive, collaborative and high-quality early childhood system that supports the development, health and early education of all Arizona's children. Created by voter initiative in 2006, First Things First operates through a surcharge on tobacco products. Governed by a state Board with 28 regional partnership councils, First Things First is a decentralized organization that engages diverse constituencies to accomplish its mission. Organizational values include a focus on accountability, transparency, coordination, collaboration and on the outcomes that will ensure young children start kindergarten healthy and ready to succeed in school and in life.

#### **Job Summary:**

This position reports directly to the Information Technology Division Director. Under general supervision of the Information Technology Director, this position provides senior level computer operations services, personal computer (PC) installation, help desk support, desktop administration, workstation administration, network administration, network operation and support, information technology (IT) training, quality assurance, security maintenance, basic programming and system testing. This position will maintain a direct confidential working relationship with the Information Technology Division Director and the Security Systems Administrator, advising and assisting in confidential matters such as security and monitoring.

#### **Distinguishing Characteristics:**

The ideal candidate will enthusiastically support the vision and mission of First Things First and possess the personal qualities of integrity and credibility. She/he will have the proven ability to work within teams to accomplish multiple tasks and keep multiple projects organized and progressing.

#### **Typical Duties and Responsibilities:**

- Provides assistance to customers and personnel in the areas of computer and network problem resolution; sets up individual workstations and provides new employee systems orientation; sets up users, provides rights, permissions, access and passwords; installs software on workstations and acts as consultant to users; troubleshoots single user workstations.

- Administers and troubleshoots network; installs and troubleshoots server software and operates and maintains ECDH network operating systems; diagnoses and solves local area and wide area network problems using standard troubleshooting tools and techniques; creates user groups and access rights to systems.
- Provides PC support to end users through the delivery of technical and related material to audiences at various technical and computer experience levels; participates in the design, development and implementation of training documentation and materials; debugs and documents computer programs; writes and maintains technical documentation, user manuals, system documentation and reports.
- Analyze test output for program changes; makes recommendations based on analysis of system problems; and prepares documentation to support analysis, design and planning of projects; analyzes (troubleshoots) problems and recommends/implements solutions.

**Qualifications and Knowledge, Skills and Abilities required:**

- PC setup, operation and connection to network; end-user computer software (e.g., MS office) workstation and network operating systems(s); software development fundamentals; hardware/software testing methodology and business functionality knowledge; principles and techniques of applications programming and systems analysis; systems security maintenance; teaching and training skills.
- Skills to execute and monitor production jobs; review, analyze and resolve operator-controlled production problems; read and interpret established specifications; setup and configure a PC/user and connect to the ECDH network; troubleshoot stand-alone and networked IT equipment; apply problem-solving skills sufficient to perform fault isolation and initiate corrective action; perform applications programming procedures and practices.
- Ability to work independently and collectively and adapt to changing environments and new technologies with colleagues, clients and team members. Ability to write documents and communicate technical information in simple written and oral instructions to non-technical staff/users; implement assigned tasks/projects in accordance with established schedules. Ability to multi-task with frequent interruption.
- Ability to setup, operate and troubleshoot audio and video connections to PC and/or conference room equipment and operate webinar applications (e.g., WebEx, Live Meeting, GoToMeeting).

- Prefer at least three to five years' experience in network administration and a Bachelor of Science degree in Computer Science, Information Systems Management, or a related Engineering discipline.

This position may require minimal in-state travel to the regional offices.

Review of resumes will begin on March 21, 2016 and continue until the position is filled. For consideration please submit your cover letter, comprehensive resume and three professional references to:

[www.AZSTATEJOBS.gov](http://www.AZSTATEJOBS.gov)

In the AZ State Personnel System, the position is classified as a Grade C-3 and has a hiring salary range of \$50,000 to \$55,000. The position is not covered under the State of Arizona Merit system rules. The State of Arizona offers an outstanding comprehensive benefits package.

“Arizona State Government is an EOE/ADA Reasonable Accommodation Employer”