

Title: SCM Administrator	Effective Date: June 24, 2017	Grade: XV	Job Category: Professional
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CHARACTERISTICS OF WORK

This position is accountable for providing administration, technical support, and maintenance of various systems supported by Computer Services.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Field incoming help requests from end users via both telephone and email in a courteous manner.
- Analyze, plan, implement, and maintain major systems and applications.
- Develop, document, and maintain policies and procedures for system administration.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Perform hands-on fixes at the desktop and server level, including installing and upgrading software, installing hardware, and configuring systems and applications.
- Research and analyze emerging products, services, protocols, and standards.
- Work with third-party support and equipment vendors to resolve complex desktop and server problems.
- Recommend, schedule, and perform equipment improvements, upgrades, and repairs.
- Contribute to team/committee meetings with vendors, staff, and end users to help ensure the success of complex computer-related projects.
- Develop, implement, maintain, and document disaster recovery plans, maintain current knowledge of plans, and respond to crises in accordance with the plans.
- Interact with end users to determine system requirements.
- Develop and implement deployments.

MINIMUM REQUIREMENTS

The educational equivalent to a bachelor's degree from an accredited college or university in computer science, engineering, or related field, plus three years experience using and maintaining SCCM (System Center Configuration Manager); OR the educational equivalent to a diploma from an accredited high school and a minimum of seven years advanced training or work in a personal computer technical support role, plus three years experience using and maintaining SCCM. Possess analytical and problem solving skills. Effective written and oral communication skills. Experience with scripting and PowerShell. Experience using, installing, configuring, and maintaining Windows operating systems and SCCM. Working knowledge of Active Directory. Experience with Windows Management Instrumentation, certificates, and SQL Server. Basic knowledge of networking. Experience with Intel Active Management Technology.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.

