

IS Technical Services Consultant/Administrator, Madison

[Administrative Services, BITS- Madison](#)

Job Announcement Code: 10-02786

Deadline: Completed application/exam materials must be received on or before Tuesday July 27, 2010 (This date has been extended from July 13, 2010.)

Salary Information: Starting salary is between \$53,793 and \$75,000 per year, plus excellent state [benefits](#). (Note for current state employees: This position is in pay schedule 07, range 02. Pay and benefits upon appointment for current or former state employees may vary according to the applicable pay transaction provisions of the Compensation Plan, Wisconsin Administrative Code and/or collective bargaining agreement.) A six-month probationary period is required.

Introduction: This position is with the Department of Workforce Development, Bureau of Information Technology Services (BITS) located in downtown Madison, Wisconsin.

Job Duties: Provide advanced level technical support for the agency's Wintel server software and hardware. This includes server administration for all Department of Workforce Development (DWD) servers, including servers hosting agency applications and/or purchased applications; installation and maintenance of complex systems software such as imaging and workflow software, thin client software, and virtual server software. Perform advanced level problem resolution for both purchased software and DWD custom built software. Perform advanced level hardware and software configuration management. Provide guidance and consultation on IS technical issues and make management recommendations relative to procurement of new software and hardware and/or upgrades to existing software and hardware. Establish IT standards, policies, and parameters for the agency. Interact with IS staff in other agencies and represent DWD on enterprise-wide committees and interagency work groups. Provide analysis to management on the DWD impact from statewide projects. Provide project management for complex technical architecture projects, many of which may involve changes and/or enhancements to DWD's technical infrastructure. A complete [position description for IS Technical Services Consultant/Adm](#) is available.

Knowledge Required: *Knowledge of the following technologies:* Citrix (Thin Client); ESX (VM Ware) software; Microsoft Server 2003 - print and file clustering; Microsoft Active Directory 2003; Windows Server 2003 - patching and maintenance; WINTEL server hardware; Visual Basic (VB) scripting; GPO (Group Policy Management); as well as

Knowledge of:

- Server administration – especially Windows Intel-based servers
- Server hardware and software tuning concepts
- Applications architecture design concepts
- Windows Server software installation and maintenance processes
- Information systems concepts, principles, practices, and techniques
- Software development environments including test, development, training, and production
- Systems implementation issues and methods
- Systems monitoring and maintenance techniques

- Resources for researching new and emerging technologies and determining applicability to project requirements
- Project/work plan development and management

Ability to:

- Analyze and evaluate IT project proposals and requests for conformity with applicable long and short range plans
- Analyze and troubleshoot computer hardware and software technologies
- Work effectively as part of an IT project team

Skill in:

- Oral and written communications
- Organizational and time management
- Identifying and investigating system development/enhancement and performance issues

How to Apply:

Apply Online!

Step 1: Create an account or enable your existing account in www.wisc.jobs

Step 2: Search for the job announcement 1002786 and click on the title.

Step 3: Click the "Apply Now" button at the top or bottom of the screen.

Step 4: Complete the Job Application screen and click "Continue."

Step 5: Complete the Job Preferences screen and click "Continue."

Step 6: A résumé is required to apply for this position. Follow the prompts to create a résumé or to upload an existing résumé and click "Continue."

Step 7: Answer the questions and click "Save and Continue" at the bottom of every page. On the last page of the exam, click "Finalize Exam."

Note: If you do not click "Save and Continue" on each page or click "Save and Continue" within 20 minutes, wisc.jobs will time out and your answers will be lost. We encourage you to prepare your answers in a word processing document and then copy and paste. This will speed up your time in the exam and prevent lost answers.

OR

Complete the materials in a [special application/examination packet for IS Technical Services Consultant Administrator](#) or you may call 608.267.9163 to have these materials sent to you (for TDD call 608.267.0477).

DO NOT submit a résumé in lieu of the required application materials. *Incomplete application/examination materials will **NOT** be considered.*

Completed application materials from the application packet must be received by **Tuesday July 27, 2010**, and responses to the online exam questions must also be completed by this date.

Contact Information: For more information contact Shelley Ringelstetter at 608-266-1810 or SMRjobs@dwd.wisconsin.gov.