

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 I - Items 1 through 12 to be completed by department head or personnel office. Items 13-17, DPS Use Only.

1. Agency Name Kansas Commission on Veterans Affairs Office		9. Position No. K0239073	10. Budget Program Number 6943001000	
2. Employee Name (leave blank if position vacant) Recruitment		11. Present Class Title (if existing position) Technology Support Consultant		
3. Division Information Technology Services		12. Proposed Class Title		
4. Section Kansas Soldiers' Home	For	13. Allocation Unclassified (Previous classified K0209794)		
5. Unit Administration		Use	14. Effective Date	
6. Location (address where employee works)		By	15. By	Approved
City Fort Dodge County Ford				
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. %		Personnel	16. Audit Date: By: Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: 8 AM/PM To: 4:30 AM/PM			Office	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 relocate 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.

This position has Information Technology related duties and is physically located at the Kansas Soldiers' Home in Fort Dodge, KS. This position is a part of the Kansas Commission on Veterans Affairs Office IT team and reports to the Network Specialist who manages the network for both the Kansas Soldiers' Home and Kansas Veterans' Home which are located approximately 200 miles apart. This position requires a high degree of responsiveness to a wide spectrum of technology needs and tasks and performs complex and technical duties. Position is required to be on stand-by and is subject to call back outside of the regular day shift due to the nature of a 24/7 residential facility.

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

Name	Title	Position Number
Manoj Manna	Network Specialist	K0230692

Who evaluates the work of an incumbent in this position?

NAME	Title	Position Number
Manoj Manna	Network Specialist	K0230692

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.

- a) This position is expected to operate with minimal supervision within the policies and procedures of the facility, KCVAO and Office of Information Technology Systems (OTIS). Assignments are given by the supervisor and instructions are general in nature. The employee is expected to be proactive to identify technology needs required to support KSH and KCVAO Information Technology needs and requirements. The work assignments should be assigned in priority order by industry best practices. The employee has some degree of latitude in establishing priorities and procedures, and to determine a course of responsive action. Exceptional Customer Service is expected along with the ability to document and communicate to a broad audience of users. The expectation is that customers will receive a positive outcome to their issue/situation in a timely and responsive manner.

21. Describe the work of this position using the page or one additional page only. (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?

Number Each Task and Indicate Percent of Time	This position has Information Technology related duties and is physically located at the Kansas Soldiers' Home in Fort Dodge, KS. This position is a part of the Kansas Commission on Veterans Affairs Office IT team and reports to the Network Specialist who manages the network for both the Kansas Soldiers' Home and Kansas Veterans' Home which are located approximately 200 miles apart. This position requires a high degree of responsiveness to a wide spectrum of technology needs and tasks and performs complex and technical duties. Position is required to be on stand-by and is subject to call back outside of the regular day shift due to the nature of a 24/7 residential facility.
1. 30%	Provides customer service by operating the Kansas Soldiers' Home (KSH) IT help desk support function as assigned. Monitors Worxhub or other enterprise support software in use by the organization to prioritize, route, and complete trouble tickets for all IT issues. Assists KSH employees and residents with hardware devices and software applications as prescribed in Agency and State guidelines. Troubleshoots and problem solves issues with Telephone/VOIP, PCs, mobile devices, Fax Lines, and wireless networks. Issues and programs radio and cellular telephones to KSH workers as needed. Determines relevance and resolves login/password issues for all assigned personnel. Administers all access control and account management by granting access to authorized personnel and suspending, deleting or terminating accounts no longer required.
2. 25%	At the direction of the network specialist or other designated representative, the technology support consultant will install, operate and maintain all approved third party operating systems and other applications in use by the KSH and KCVAO. The person in this position will ensure all web browsers and add-ons are installed and up to date so KSH employees can connect to and access Point Click Care (PCC), Veterans Benefit System (VBS), Veterans Benefit Management System (VBMS), Burial Operations Support System (BOSS), Statewide Human Resource and Payroll System (SHARP), Statewide Management Accounting Reporting Tool (SMART), Employee Self Service (ESS), and other approved cloud based/remote hosted storage systems as required for their positions. Work with the remote system points of contact when connectivity and access issues arise. Update and implement change control procedures for all systems under the KSH control. Install, configure, and maintain new and used equipment according to pre-defined, standardized configuration settings
3. 15%	Perform daily duties on Microsoft Server including backups and restores. Assess the operability and capability of the Ethernet Local Area Network (LAN). Analyze and Administer the LAN daily including security, troubleshooting, updating, patching, problem-solving, and connectivity to the Wide Area Network (WAN).
4. 10%	Conduct security awareness training for all assigned users of information systems including Cemetery (Fort Dodge) and Veteran Services personnel (Fort Dodge, Emporia, Independence, Hutchinson, Wichita, Overland Park, Atchison, Lawrence, and Topeka). Training will be provided one on one and occasionally at the computer training lab at the Kansas Soldiers' Home to enhance the end-user's knowledge and utilization of technology. Veteran Service Representatives may receive this annual training at their centralized Annual Training. Review the training objectives annually and update where required by statute and policy. Administer the incident response plan as directed by the network specialist to ensure the security incident does not go undetected.
5. 10%	Maintain the IT asset inventory as set-forth by the KCVAO IT Director. Coordinate with the Network Specialist in providing future IT requirements plans and requests to the director. Provide budget input to the KCVAO central office leadership team when requested.
6. 5%	Participates in organizational meetings at the KSH when required. May be required to travel to a remote location to assist with IT issues.
7. 5%	Performs other related duties as required by the Network Specialist or Director of Information Technology.

-
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.

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

Title

Position Number

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.
- Loss of life, disruption of operations of a major agency.

Please give examples.

Proactive assistance to end users in an information technology help desk setting is of the utmost importance. Failure to ensure the orderly maintenance and operability of hardware and software applications will disrupt the daily work flow and connectivity to essential tertiary and remote databases and cloud storage sites. Without real-time access to resident health information and other Veteran data, the KCVAO could be in jeopardy of program failure. Time sensitive data and other operations information are critical for organization decision makers to manage and lead effectively. Errors in judgement or poor IT advice could lead to the disruption of the flow of communications within organization, moderate to severe loss of other personnel time, and disruption in communications with other critical partners and entities such as the Federal VA and OITS

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

The position requires direct contact with residents, Central Office staff, Office of Information Technology Services staff, Bureau of Telecommunications staff, Facility staff, Business managers, and Superintendents. Other contacts are made with Federal Department of Veterans Affairs staff and various vendors nationwide. These contacts are made daily, by electronic mail, in person, and by telephone. The purpose of these contacts is to communicate the status of various information resource management projects.

The incumbent of this position has access to protected health information (PHI) under the provisions of the Health Portability and Accountability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for the safeguarding, releasing, and recording the release of information. The incumbent has been trained in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.

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

Typical office environment. Sitting for long periods and extended PC use. This position requires lifting and moving technology equipment and hours of exposure to computer monitors which will require bending, stooping, twisting, and lifting up to 50 pounds without assistance. Additionally, duties can result in eye strain, lower back strain, exposure to low energy microwaves, and repetitive strain injury (RSI). Cable work may be required which requires bending and stretching. Travel to the various office locations around the state pose normal travel risks. This position is located in a long-term care facility and may be at risk for communicable disease. An annual TB test is required, and an annual flu shot is preferred.

The work has a high potential for stress in the respect that it requires a high degree of thoroughness, attention to detail, self-discipline, patience, objectivity and mental toughness to deal with multiple issues/situations with both internal/external staff and residents on any given day. The demand for spontaneous problem-solving skills and precise communications (which may at times be sensitive) can be mentally exhausting.

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

Requires the daily use and support of all agency computer information technology equipment, local area network equipment, Ethernet networks, a variety of operating systems, a variety of software, and various peripherals. Wireless and smart devices, printers, copiers, fax machines and telephone equipment.

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

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education – High School Diploma or equivalent and six months advising and assisting computer users in a distributed computing environment. Education may be substituted for experience as determined relevant by the agency.

Education or Training - Special or professional
Strong Documentation and Communication skills required.
VOIP experience preferred
VMWare and Sonicwall experience preferred.
MS Exchange and AD Administration experience preferred.
Microsoft Office Products experience required.
Wireless and mobile device configuration and management preferred.

License, certificates and registrations

Valid current Class C Kansas Drivers License at time of hire and throughout employment.
Applicants with CCENT or Microsoft Server, MCP certification preferred.

Special knowledge, skills and abilities

Knowledge of Ticket System concepts and demonstrated ability to work system preferred.
Knowledge of helpdesk concepts and demonstrated ability to work or manage helpdesk preferred.

Experience – Length in years and kind

Prefer two (2) years' experience supporting a large multi-building, multi-location, local and wide area network, and tele-communications environments.

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 successfully pass background check as required by K.S.A. 39-970 for Adult Care Homes.

All employees (post-employment offer) at the Kansas Soldiers' Home are subject to the following regulation:
K.A.R. 1-9-19(a) Drug screening test for certain employees requires (a) Any employee holding one of the following positions may be required to submit to a drug screening test in accordance with K.S.A. 75-4362, and amendments thereto, based upon reasonable suspicion of illegal drug use by that employee.... (5) any employee of a state veteran's home operated by the Kansas Commission on Veteran Affairs, as described in K.S.A. 76-1901 *et. seq.*, and K.S.A. 76-1951 *et seq.*, and amendments thereto.

As authorized by the 2018 Kansas Legislature, effective July 1, 2018, K.S.A. 75-4362 is amended to designate all positions with the Kansas Commission on Veterans Affairs office as Safety Sensitive positions and subject to the drug testing program. All applicants with a conditional offer of employment on or after July 1, 2018, shall be required to submit to a drug screening test.

Receipt and Acknowledgment:

I acknowledge and understand that this position is unclassified and serves at the will of the employer.

Essential Requirements:

Dependability: Employee recognizes responsibilities to the agency and applies effective work habits and attitudes to meet work requirements. Attends work regularly and on time, plans appropriately for absences and assumes personal accountability for work.

Agency Values: Employee aligns actions with high standards of conduct, accept responsibility for behavior and exhibit personal integrity at all times. Acts as a role model for other employees and does the right thing, even when no one is watching. Demonstrates personal integrity and ethical behavior, displays good stewardship of public resources and adapts to changes in processes, procedures and responsibilities.

The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

Job duties, tasks, work hours and work requirements may be changed at any time.

Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations.

My signature below indicates I have read and understand the duties and requirements of this position.

PD for Recruitment October 2018

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date