

POSITION DESCRIPTION APPROVAL

Form Est: 03/2015

Department:	0100 - EXECUTIVE DEPARTMENT
Agency:	0A04 - Louisiana Housing Corporation
Position Number:	50344651

Allocation Action:	Job Correction
Official Allocation:	IT TECH SUPP ANL 3
Job Code:	175470
Pay Level:	TS-313
Delegated:	No
Career Progression Group:	Yes
Master Job Description:	No
Effective Date:	06/13/2022
Position Audited:	No
Audit Date:	
Comments:	Position job corrected to IT Technical Support Analyst 3 i(TS-313) n a CPG. Incumbent will be job corrected to IT Technical Support Analyst 3 (TS-313). Duties include a variety of technical support tasks at the advanced level.

Log Number:	192592
Consultant:	RM
Supervisor:	JMH



STATECIVILSERVICE

POSITION DESCRIPTION

Form Revision Date: 7/2021

STATE CIVIL SERVICE
P.O. BOX 94111 - CAPITOL STATION
BATON ROUGE, LA 70804-9111
SCSPDS@la.gov

1 TYPE OF REQUEST

Check appropriate request boxes. If master job description, please attached master list of positions.

UPDATE

☐ AGENCY APPEAL☐ MASTER ____ # requested☒ JOB CORRECTION☐ 5.3 APPEAL☒ CAREER
PROGRESSION GROUP☐ NEW POSITIONMAJOR AGENCY CODE &
PERSONNEL AREA CODE
0A04POSITION NUMBER
50344651CURRENT OFFICIAL JOB TITLE (IF POSITION IS IN A CPG, LIST CAP OF ALLOCATION)
IT Tech Support Specialist 3CURRENT PAY LEVEL
TS313CURRENT OFFICIAL JOB CODE
163120

REQUESTED OFFICIAL JOB TITLE

REQUESTED PAY LEVEL

REQUESTED OFFICIAL JOB CODE

2 INFORMATION REQUIRED FOR NEW POSITION FOR LA GOV HCM AGENCIES ONLY

ORGANIZATIONAL UNIT NUMBER
50025984WORK PARISH
EBRPERSONNEL SUBAREA
5000

EMPLOYEE GROUP (CHOOSE ONE)

☐ FT HOURLY☒ FT SALARY☐ PT HOURLY

COST CENTER

GRANT

FUND

WBS ELEMENT

ORDER

3 GENERAL INFORMATION

EMPLOYEE'S NAME - LAST, FIRST

Robinson, Annie

Employee Qualifies For Job

☒ Yes ☐ No

HUMAN RESOURCES CONTACT

Denise Ackoury

AGENCY/DEPARTMENT - OFFICE - DIVISION

Louisiana Housing Corporation / Quail / Technology Services

HUMAN RESOURCES TELEPHONE

(225) 763-8841

OFFICIAL TITLE OF SUPERVISOR

IT Tech Support Supervisor

DIRECT SUPERVISOR'S POSITION NUMBER

50383813

HUMAN RESOURCES EMAIL

dackoury@lhc.la.gov

4 COMPARATIVE POSITIONS

List positions that have similar or identical duties to this position.

INCUMBENT NAME

POSITION NUMBER

OFFICIAL JOB TITLE / AGENCY

5 SUPERVISORY ELEMENTS

ORGANIZATIONAL CHART MUST BE ATTACHED

☐ DETERMINES WORK ASSIGNMENTS ☐ RECOMMENDS HIRING/PROMOTIONS ☐ TRAINS STAFF☐ REVIEWS AND APPROVES WORK ☐ PREPARES & SIGNS PES RATING ☐ APPROVES LEAVE

0

NUMBER OF DIRECT
SUBORDINATES

6 ATTACHMENTS

Check to indicate attachments.

☒ Organizational Chart (required) ☒ Duties / Responsibilities (required) ☐ Comments ☐ MJD Position Numbers ☐ Contracted Personnel Form

7 SIGNATURES

Sign and print below.

EMPLOYEE

DATE

☐ I certify that the information in this document is true and correct to the best of my knowledge.
☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.

DIRECT SUPERVISOR

DATE

☐ I certify that I agree with this document.
☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.

APPOINTING AUTHORITY (Required)

Joshua G. Hollins
Executive Director

PRINT NAME AND TITLE OF APPOINTING AUTHORITY

DATE

6/27/22

☒ I certify that I agree with this document.
☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.

8 JOB DUTIES AND RESPONSIBILITIES

Provide a brief statement describing the function of work or reason why the position exists. List duties indicating the percent of time spent for each area of responsibility. If applicable, describe any unusual physical demands and/or unavoidable hazards of the position. Attach additional pages if necessary.

PERCENTAGES MUST TOTAL 100% LIST DUTIES IN DECREASING ORDER OF IMPORTANCE / COMPLEXITY. THE NEED FOR SPECIAL LICENSE, POLICE COMMISSION, KNOWLEDGE OR TRAINING MUST BE INDICATED BELOW, IF APPLICABLE.

The incumbent in this position serves as the Administrative Specialist for Administrative Services at the Louisiana Housing Corporation (LHC). The incumbent is responsible for the administration of several programs supporting the Executive Team.

60% Manages and maintains LAN, WAN, and Enterprise hardware, software and protective systems

Installs MS Windows Active Directory, Server, Enterprise Server, and any future server OS and NOS. This includes clustered (active/passive), non-clustered and virtualized servers, racks, power vaults, tape libraries, and any future hardware technologies.

Monitors performance and efficiency of the enterprise network, including workstations, servers, UPSs, switches, wireless access point, wireless router, and routers. Diagnoses performance concerns and compiles statistical reports of overall performance. Use OpManager to monitor up/down of LAN and WAN services, network traffic and active IPs.

Designs solutions, requests price quotes, installs, configures, customizes, and supports day-to-day availability of LAN, WAN, and Enterprise for end-user access, including remote access for of the agency's internal and external users, by identifying, monitoring, analyzing, testing, and correcting program data, or procedural problems. Often, the requirement for high system availability requires after-hour scheduling of corrective actions and interfacing with vendors in problem resolution and optimization.

Interfaces with vendors and researches new developments in hardware and vendor-supplied software and keeps abreast of the latest developments and studies involving computer-related procedures and methods. Requests price quotes from vendor prior to making a complete recommendation to the IT Director.

Performs all aspects of the planning, implementing, managing, administration, and maintaining a MS Windows Enterprise Server Environment. Creates and manages Active Directory objects, maintenance tools, and group policies. Sets up and maintains a relationship between production and test domains, as well as maintains and manipulates NTFS permissions and shares. Co-manages Exchange Email including the movement of mailboxes and mailbox stores and use of database-level integrity and maintenance tools.

Designs, installs, tests failover, backs up, and maintains MS SQL Enterprise Server, server file, and print share. Resizes server partitions as needed.

Designs, installs, manages, and monitors SAN Fiber drives. Manages, monitors, and updates drives and firmware for HBA cards, SAN components, and cabling. Contacts vendors for new parts, pricing, warranty repair, and replacement parts. Sets policies for and advises and assists in the administration of all networked workstations, clients, printers, and all server-grade hardware.

Acts as Primary Network Administrator and Technical Advisor in the configuring, monitoring, maintaining, and database backing up of the facility security access software, voicemail, antivirus software and malware software. Often interfaces with an array of different vendors on individual products for evaluation, purchasing, installations, maintenance, modification, and problem resolution. Uses various tools and command line components to configure and process custom and preconfigured reports from databases.

20% Manages and maintains Enterprise-wide backup and restore hardware, software, and schedule jobs

Acts as the Primary Backup Administrator and Technical Advisor using Enterprise-level backup hardware and software products.

Evaluates, prices, installs, configures, monitors, and verifies success of system backup operations.

Analyzes log files, verifies ability to recover from data stored on backup tapes. Changes backup tapes as necessary. Erases tapes, formats tapes, weekly rotates alternate sets of backup tapes to offsite storage location. Schedules, creates, and monitors quarterly and yearly full backups.

Creates and monitors the compression, encryption, and reporting of backup and restore jobs. Handles the restore operation of data for the Agency on a large scale or file-by-file as needed or requested. Interfaces with all departments on files or folders in need of restore. Interfaces with vendor regarding schedule pickups, offsite secure storage for backup media, and specialized containers.

Interfaces with vendors, researches, evaluates, prices, and makes recommendations to the IT Director on all aspects of backup storage devices, containers, media, software and hardware solutions. Creates and sets up backup and restore jobs and arranges the job priorities depending on LAN and WAN maintenance schedules.

10% Provides training, support and assistance

Participates in team building, support of other Technology Services personnel with daily operations, and provides assistance to other departments in daily LHC operations. Provides technical advice, training, assistance and guidance to employees with less experience on specific software, operating system, network operating systems, Active Directory, hardware, virus, or malware issues.

Tracks and monitors support problems and resolutions, including, but not limited to, hardware, software, LAN, WAN, Email, network accounts, malware, and cellular/ smart phone requests and issues, and network security.

Creates and maintains detailed project schedules, tasks assignments, milestones, and produces accurate project status reports. Utilizes effective project management practices.

5% Produces monthly and daily reports, investigates issues, and take corrective action.

5% Provides support for rotating on-call duty. Provides technical services during off-hours as required to minimize impact on end users. Performs any other duties and special projects as assigned.

