

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	Mobile Technology Support Specialist	UNION:114
CLASS TITLE:	Technical Support/Applications Support Specialist	SG:15
DEPARTMENT:	Information Technology	CS:Y
		FLSA:Y
		EEO4CODE:TE

JOB SUMMARY:

The Mobile Technology Support Specialist performs work in two different functional areas. Time is divided between administration and technical leadership of mobile device management software, and technical support for mobile devices, related software, and apps. Serves as the technical lead for the evaluation, installation, and support for a variety of devices, software, and services related to the use of mobile technology at the City.

For Technical Support Duties: performs a variety of work supporting employees at all levels of the organization in their use of mobile devices (laptops, tablets, and smart phones) including provisioning, troubleshooting, diagnosing and resolving problems with VPN software, multi-factor authentication (MFA), the use of WiFi networks, broadband data services, and mobile applications.

On Major Information Technology Systems: performs technical evaluation, installation, maintenance, system administration and support for mobile device management software and other related systems. Provides professional-level systems administration, licensing, and consultative support under minimal supervision. Provides leadership in researching and identifying appropriate technology solutions to support an effective mobile device experience for end users while also meeting licensing, records retention, and security requirements of the City. Develops detailed requirements, performs analysis and provides recommendations on potential software acquisitions. Works extensively with technical staff and department managers throughout the City to implement, upgrade, and support mobile device technology.

SUPERVISORY RELATIONSHIPS:

This position reports directly to the Technical Services Manager. May take work direction from other I.T. Senior personnel. Works independently in performing job duties. Works under applicable City and departmental policies, procedures and guidelines.

ESSENTIAL FUNCTIONS:

1. Administers the mobile device management system and associated vendor-specific "app stores". Administers Office 365 device connectivity. Provisions new devices, deploys apps, and maintains security and configuration settings as defined by the Technical Services Manager. Responsible for deprovisioning and disposal of devices. Provides administrative support for inventory collection, software distribution, security updates, and maintenance of configuration baselines; maintains reports for tracking device deployments, software licenses, customer usage, and compliance with security baselines.

2. Maintains a close working relationship with vendors to identify and solve problems with software systems and keep apprised of upcoming services and security changes. Troubleshoots problems, makes corrective changes to existing configurations through consultation with vendor. Attends user meetings with vendors as needed.
3. Performs direct technical support, training, and/or problem resolution for end-user clients at all levels within the organization supporting a wide variety of enterprise services and systems with special emphasis on mobile client solutions. Provides in person consultation at various City worksites to assist personnel and to troubleshoot mobile system performance and reliability.
4. Maintains current knowledge of trends and developments in the mobile technology field. Researches and evaluates the use of new applications/technology/standards and equipment at the direction of the Technical Services Manager or other I.T. Managers. Serves as an advisor and resource related to mobile technology for other technical staff.
5. Participates in project development, planning, testing, implementation, communication and training related to assigned systems. Develops requests for information (RFI's) and requests for proposals (RFP's). Reviews bids to ensure that vendors meet minimum requirements, provides an analysis of software systems and assists with software selection process. Performs cost benefit analysis as needed. Asists project manager in project budget preparation, monitoring project expenditures, preparing budget reports.
6. Serves as system administrator for mobile device management software and Office 365 device connectivity system. Performs updates, upgrades, and patching in order to meet security standards and requirements. Maintains license records and compliance. Procures additional licenses or related software consistent with City procurement and record-keeping guidelines.
7. Provides instruction to employees on features and capabilities of mobile apps, end user software packages and assists employees with utilizing application software to meet their needs. Recommends alternative apps based on analysis of client requirements. Schedules and teaches training classes as needed and provides training sessions and support to employees at all levels of the organization. Provides communications outreach with departments related to use of mobility devices.
8. Assists the Technical Services Manager in research, development, planning, testing, implementation, and communications related to enterprise management and client systems. Creates and maintains technical documentation related to technical standards, systems and applications.
9. Assists the Technical Services Manager in the development and implementation of hardware, software and equipment standards and procedures.

ADDITIONAL WORK PERFORMED:

1. May be assigned to staff the Service Desk based on department and coverage needs.
2. May be assigned to administer additional technical systems.
3. Performs related duties as assigned.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Technical:

- Comprehensive and up-to-date knowledge of principles and procedures related to providing technical support services in a customer-oriented environment.
- Comprehensive and up-to-date knowledge of Apple business device enrollment program and volume purchase program
- Comprehensive and up-to-date knowledge of and skill in supporting Apple iOS based-devices and app ecosystem.
- Comprehensive and up-to-date knowledge of and skill in supporting Google Android-based devices and app ecosystem.
- Comprehensive and up-to-date knowledge of and skill in supporting Windows-based mobile devices such as laptops, MDC/MDTs and tablets.
- Knowledge of and skill using and configuring mobile data systems such as Bluetooth, broadband modems, vehicle-based networking, WiFi networks and VPNs.
- Knowledge of and skill in using Microsoft technologies including Windows Server, Active Directory, Systems Center, Azure, Office 365, PowerShell, and Group Policy.
- General knowledge of supporting client-based technologies using support industry standard methods for deploying hardware and software in a complex multi-site enterprise environment.
- Ability to use a variety of rapidly evolving system development and scripting tools including the ability to leverage vendor Application Program Interfaces (API); special emphasis is placed on knowledge and use of PowerShell, Windows Management Instrumentation.
- Ability to manage security and compliance profiles and certificates for mobile devices in a complex enterprise setting
- Ability to understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents; and to develop compliance programs as needed
- Ability to maintain technology skills and knowledge in a rapidly-changing environment; including complexity generated by increased compliance and security requirements, and including ability to proactively monitor cloud-based and on-premises enterprise architecture, products, and services

Communications:

- Strong written communication skills for composing documentation, preparing reports, and corresponding with City employees and vendors.
- Excellent communication and interpersonal skills for interactions with co-workers, supervisors, managers, other City employees, and the general public.
- Ability to prepare training materials and provide training in person and over the phone.

Other:

- Ability to maintain security and confidentiality of systems and records while adhering to security policies and procedures
- Ability to establish and maintain effective working relationships with other employees, City officials, and representatives of other government agencies.
- Excellent organization, time management, problem solving, technical troubleshooting, and planning skills. Ability to work on several projects concurrently.
- Maintains the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Ability and willingness to maintain consistent and punctual attendance.
- Ability to provide quality customer service to customers who may be experiencing high stress situations.

- Physical ability to perform the essential functions of the job including
 - dexterity of hands and fingers to operate a computer keyboard, mouse and handheld touchscreen-based devices
 - ability to lift and carry up to 25 pounds,
 - ability to exchange verbal information in person and by telephone
 - near distance visual acuity to diagnose and resolve technical problems with computer displays and to assure proper operation of computers and software
 - Ability to sit or stand for long periods of time

WORKING ENVIRONMENT:

The work is generally performed in an office environment with extensive time spent at a computer workstation. Works in an environment with frequent interruptions. Frequent visits to customer worksites. May work with a variety of hand tools and computer diagnostic equipment to identify, repair and solve problems.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Baccalaureate degree in computer science, information systems management, business computer programming, mathematics or related field, and
- Two years of progressively responsible experience supporting, implementing, and providing direct technical support for services in a complex network environment. Experience with Microsoft Active Directory preferred, and
- Two years of experience administering mobile devices and applications using an enterprise management product in a complex environment. Experience using MaaS 360, AirWatch or Microsoft Intune (Apple iOS platform preferred) in a complex environment (security, standards, configurations) preferred, and
- Two years of experience supporting remote workforce via WiFi, Broadband (e.g. 4G/LTE), and VPNs in an enterprise setting.

OR

- AA Degree in computer technology or related field, and
- Four years of progressively responsible experience supporting, implementing and providing direct technical support for services in a complex network environment. Experience with Microsoft Active Directory preferred, and
- Two years of experience administering mobile devices and applications using an enterprise management product in a complex environment. Experience using MaaS 360, AirWatch or Microsoft Intune (Apple iOS platform preferred) in a complex environment (security, standards, configurations) preferred, and
- Two years of experience supporting remote workforce via WiFi, Broadband (e.g. 4G/LTE), and VPNs in an enterprise setting.
- Experience in a Service Desk setting strongly preferred.
- Public sector experience desirable.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, local background check and fingerprinting. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Must submit a three-year driving abstract prior to hire.
- Agreement to and signature of a Privileged Access Confidentiality Agreement is required within first 30 days of employment. Subject to periodic updates based on security policies and procedures.

PREPARED BY: D. Smith
M. Mulholland
A. Sullivan
4/19

REVIEWED BY: _____
Marty Mulholland, Director
Information Technology Services Dept.