

Office of State Budget and Management
Establish New, Receipt-Supported Positions
(G.S. 143-34.1)

Agency: Department of Environment &
Natural Resources

Division: Division of Marine Fisheries

Budget Code: 14300
Center Title: DMF – Marine Patrol Law Enforcement
Center Number: 1325

***** Position Information *****

Proposed Classification: Computing Support Technician I **Proposed Salary Grade:** 61

Salary Range: \$21,219 – 33,562 **Proposed Effective Date:** 10 / 1 / 03

Number of Positions: 1

	<u>Center Authorized Budget</u>	<u>Current Request</u>
Total Budget	\$ 750,000	\$ 28,021.00
Receipts	<u>750,000</u>	28,021.00
Appropriation	\$ 0	\$ 0

Funding Source(s):

License Receipts. Center 13253415. Funds will be transferred from Account 532140 of Center 13253415.

Justification for Position (including description of duties and responsibilities):

The primary purpose of this position is to respond to computer requests and problems. As Help Desk technician, the Computing Support Technician I will receive requests for assistance and determines the appropriate response to handle the needs of the Division computer users. The Technician typically assists users with instructions for software applications, resolution of hardware problems and retrieval of lost data. In addition, the Technician assists advanced users with applications (including development of databases), installation of software, hardware upgrades and coordinates the schedule and logs for the Computer Training Laboratory.

The Help Desk was instituted in 1998 primarily to aid the many computer users throughout the Division. The Technician works directly under the supervision of the LAN Administrator, and works with all of the Section Staff Due to the complexity and variety of daily duties, the Help Desk Technician must be flexible, able to prioritize and reschedule frequently, patient and resourceful.

***70% Service Help Desk Requests:**

This responsibility involves taking requests for computer assistance from DMF personnel. Such requests may include troubleshooting hardware and software, resetting LAN User ID's and Mainframe User ID's, changing printer toner, or other tasks. The Support Technician determines the correct form of action, and may solve the problem or distribute the request to other Information Technology Staff for resolution.

***15% Administrative Assistant:**

These duties include assisting the Information Technology Section Chief with tasks including, but not limited to, tracking budget expenditures, making budget revisions, preparing travel authorizations, coding invoices, keying IT Staff timesheets into the Leave system and scheduling staff meetings.

***15% Installation of Software and Hardware:**

This responsibility includes the installation of software and / or hardware for new computers inducted into the DMF computer inventory.

Statutory Reference for Request

Sheryl Stephens

Presentation to be made by

Legislative Liaison

Title

Agency Head Signature

State Budget Officer Signature