

NEBRASKA DEPARTMENT OF BANKING & FINANCE

Position Opening: Infrastructure Support Analyst Senior

The Nebraska Department of Banking & Finance has an opening for the position of Information Technology Infrastructure Support Analyst Senior in our Lincoln office. If you are interested in applying for this position, you must complete a State of Nebraska application form. To apply online, log on to <http://statejobs.nebraska.gov>. If you have questions, please contact State Personnel at 402/471-2075, or send an email to state.jobs@nebraska.gov.

Class Title: Infrastructure Support Analyst Senior

Salary: \$26.463 hourly/\$55,043 annually

Closing Date: Open

The Nebraska Department of Banking & Finance regulates financial institutions which are Nebraska chartered, registered, and licensed. The Department also has jurisdiction over all securities offered and sold in Nebraska or to Nebraska residents. For more information about us, please visit our website at www.ndbf.ne.gov.

NOTE: If a candidate with the required experience and competencies is not found, this position may be under-filled at the Infrastructure Support Analyst level for up to one year.

Examples of Work:

Resolve questions regarding hardware/software use and configuration; serve as agency webmaster backup with public and intranet sites; schedule and perform preventative maintenance using Microsoft System Center and Active Directory; install or create software customization for local and remote staff; develop and implement solutions in Microsoft Office 2016 and Windows 7/10 environment; write reports using SQL in a custom solution and/or in Microsoft SQL Reporting Services. Provide end user assistance in technical issues regarding office machines such as printers, scanners, laptops and personal computers; research, document and recommend hardware/software as well as security and system monitoring opportunities; track hardware and software inventory; work directly with agency vendors and system users to both document vendor performance and to translate user need into vendor requirements; design and track user acceptance testing of new interfaces; prepare and conduct formal and informal training for small groups to be presented orally, via video, or in writing; recover and rebuild user files; manages

system disk space; install hardware/software upgrades as needed; automate system monitoring and alerting. Occasional day travel may be required.

Qualifications/Requirements:

REQUIREMENTS: Associate degree in computer science and three years of related technical and business experience. Two years of related technical and business experience may substitute for the required education on a year-for-year basis. OR Post high school coursework in computer science and four years of related technical and business experience.

PREFERRED: Experience training users regarding technical solution on a one-on-one basis as well as in a small group. Experience in each of the following is desirable: supporting active directory, supporting encrypted solutions, access reports, crystal reports or other context based reporting tools. Experience current within the last five years. Local and remote customer service skills.

OTHER: Must possess a valid driver's license and evidence of vehicle insurance, or the ability to provide independent authorized transportation.

Knowledge, Skills and Abilities:

Knowledge of networking; computer systems, operational needs regarding data communications including mobile productivity suites, computer hardware, and software; applications and user system; operating systems and utilities; peripherals; hardware and software interfacing; data storage and security; computer assembly. Advanced knowledge of information security methodologies, SharePoint, Access and/or Excel preferred. Skilled at developing and implementing solutions in a Microsoft Office 2016 and Windows 7 or Windows 10 environments; T-SQL, operation analysis; root cause analysis; system evaluation; technology design; identifying downstream consequences; critical thinking; troubleshooting; instructing; testing equipment selection; solution appraisal judgment and decision making; communicating information with others; operation and control of systems/equipment; installation of hardware/software; repair and maintenance of machines/systems' hardware using the appropriate tools. Ability to work independently; listen to and evaluate problems presented by staff and present solution in person, writing and via telephone; apply general rules to specific problems to come up with logical answers; multi-task oriented; handle frequent interruptions; lift, push, or carry projects weighing up to 50 pounds; stoop, kneel, crawl, crouch, and endure prolonged standing; move hands, feet and/or fingers to manipulate small objects rapidly and accurately in accordance with visual stimuli.