



**IT SYSTEMS TECHNICAL SPECIALIST**  
**SALARY: GRADE 19 \$58,441.00 – \$95,703.00**  
(SALARY RULES APPLY FOR STATE EMPLOYEES)

**JOB ANNOUNCEMENT NUMBER: 22-004488-0015**  
**CLOSING DATE: 6/24/2022**

*This is a skilled service **Position Specific Recruitment** for the MD State Treasurer's Office in Annapolis, MD. The resulting eligible list will be used to fill this position/function only. Interested persons will need to reapply for any future recruitment for positions within this classification.*

**This position acts as an IT Security & Infrastructure Support Administrator** for the State Treasurer's Office (STO). This position is a true IT generalist. The Agency's small staff size and unique functions means this position requires competence and interest in a broad spectrum of IT functions. Tasks required of this position cover a wide variety of systems and users, and duties from low level to high level, including:

- Provides front-line, first contact Help Desk support for all staff
- Installs and troubleshoots software, resolves user's application questions
- Administers a broad range of IT systems from desktop printers and iPhones, to laptops and PCs, to servers and firewall protection
- Covers a broad range of duties, from fixing jammed printers and resetting passwords, to building servers
- Assesses the security of systems which are involved in the processing of billions of dollars; recommends and implements security plans
- Exercises judgement in making decisions within assigned areas of responsibility
- Acts as subject matter expert (SME) in IT Security, assessing, auditing, and taking a global view of IT Security throughout the Agency, working with agency staff and management

**This position requires expert knowledge** to ensure the security, availability, reliability, and efficiency of IT systems, including: Windows servers in a hybrid on-prem/Azure Active Directory domain, Windows 10 desktops and laptops, iOS mobile devices, Cisco ASA firewalls, and network devices and printers. Supported software includes Active Directory, DHCP, DNS, Microsoft Exchange 365, Symantec Endpoint Protection, Symantec Mail Security, GFI Mail Essentials, and a wide variety of end-user level software, including the Microsoft desktop operating systems, Office365 Suite, and Azure Product Suites. The ideal candidate will show a demonstrated ability to research and quickly learn new technologies, as well as a demonstrated ability to communicate and establish/maintain effective working relationships with management, IT co-workers, network users, and external contacts.

**MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:**

Experience: Seven years of experience designing, developing, testing, implementing and maintaining application, communication, database or operating systems software.

Notes:

1. Candidates may substitute graduation from an accredited high school or possession of a high school equivalency certificate and thirty credit hours from an accredited college or university in Computer Science, Computer Technology, Management Information Systems or other information technology-related field to include coursework in application, communication, database or operating systems software technology for four years of the required experience.
2. Candidates may substitute graduation from an accredited high school or possession of a high school equivalency certificate and one year of experience designing, developing, testing, implementing and maintaining application, communication, database or operating systems software for four years of the required experience.
3. Candidates may substitute experience operating computer systems; or scheduling, controlling input and output to process data on computer systems; or evaluating, implementing and maintaining computer hardware and software; or converting data from project specifications by developing program code using generally accepted computer programming languages on a year-for-year basis for a high school education.
4. Candidates may substitute the possession of a Bachelor's degree from an accredited college or university in Computer Science, Computer Information Technology, Management Information Systems or other information



technology-related field to include coursework in application, communication, database or operating systems software technology and three years of experience designing, developing, testing, implementing and maintaining application, communication, database or operating systems software for the required experience.

5. Candidates may substitute U.S. Armed Forces military service experience as a commissioned officer in the Computer Systems Operations classifications or Computer Systems Operations specialty codes in the Information Technology field of work on a year-for-year basis for the required experience.

**SELECTIVE QUALIFICATIONS (also required)**

- One of the required years of experience must include IT security-related functions (e.g., managing firewalls or VPNs, securing and patching public facing servers, etc.)

**PREFERRED QUALIFICATIONS (not required)**

- Experience performing the role of a systems administrator of Windows servers in an Active Directory environment.
- Experience supporting end users of Windows operating systems and include some Microsoft Office software.
- Relevant IT certifications such as from Microsoft, Juniper, Cisco, HP, etc.
- Experience leading a migration of system, hardware, or network equipment over to a new platform.
- Experience exercising appropriate judgment and managing multiple projects and priorities in a demanding environment.

**Special Requirements:** Candidates must be able to lift 50 lbs. and work in tight spaces such as under desks. Candidates of this classification may be subject to be on call 24 hours a day and, therefore, may be required to provide the employing agency with a telephone number where the employee can be reached, and/or carry an Agency-issued phone. Candidates will be subject to a background investigation including criminal, credit and driving history.

**Limitations on Selection:** Candidates must be willing to work in the Annapolis area.

**SELECTION PROCESS:** Applicants who meet the minimum and selective qualifications will be admitted to examination for this classification. Successful candidates will be ranked as **BEST QUALIFIED, BETTER QUALIFIED, or QUALIFIED** and placed on the employment (eligible) list for one year.

**EXAMINATION:** The examination may consist of a rating of your education, training, and experience related to the requirements of the position. You may be required to complete a qualifications supplement, or the rating may be based on your application. Therefore, *it is important that you provide complete and accurate information on your application. Report all experience and education that is related to this position.*

General questions may be directed to the STO Personnel Office at 410-260-7078.

**Job opportunities within the Maryland State Treasurer's Office are accessible through *JobAps*, the Statewide Recruitment, Examination and Applicant tracking system. By using the Department filter and highlighting "Office of the Treasurer," you can view all active recruitments within our agency. First time users can register for an account by selecting a position to apply for, choosing "I am a new user" at the bottom, then keying in the necessary fields.**

*As an equal opportunity employer, Maryland is committed to recruiting, retaining, and promoting employees who are reflective of the State's diversity.*