POSITION POSTING:	Massachusetts Teachers' Retirement System
FUNCTIONAL TITLE:	Technical Support Specialist II
LOCATION:	500 Rutherford Ave., Charlestown, MA 02129
STARTING SALARY:	$67,500
DATE OF APPLICATION POSTING:	Thursday, March 21, 2024 (applicants considered on a rolling basis)

The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability, and survivor benefits to more than 71,000 recipients and maintains and services retirement accounts for over 102,000 active members and 35,000 inactive members.

Our agency mission is to ensure that members of the MTRS achieve and maintain a successful and secure retirement through responsible benefits administration, financial integrity and the provision of outstanding services.

GENERAL STATEMENT OF DUTIES

Reporting to the Chief Technology Officer (CTO), the MTRS Technical Professional II is responsible for ensuring maximum uptime and efficient utilization of network operating systems, applications, servers, and services, including local area networks, wide area networks, and other equipment. This entails monitoring infrastructure systems, network design, security administration, performance tuning, and system updates. Additionally, the role includes providing DaaS (Desktop as a Service) and Cloud (AWS) support to enhance the overall functionality and security of the network environment.

Essential Duties and Responsibilities

- Configures virtual desktop environments to meet user needs and organizational standards.

- Troubleshoots and resolves issues related to DaaS, including performance optimization, connectivity problems, and software compatibility.

- Responds to security alerts and notifies the CTO and ISO for further action.

- Responds to, evaluates and resolves incidents and alerts related to AWS services, such as instance failures , and resource constraints, ensuring minimal downtime and disruption. If unable to resolve, escalates to senior network services staff.

- Records, evaluates and completes wide area network (WAN) and application support requests from MTRS staff that include but are not limited to MS Office 365 Suite, MS Teams Meeting and Teams Voice, Landis Call Center Application, Commonwealth of Massachusetts (COMA) applications and MTRS internal web-based applications.

- Performs local area network (LAN) and WAN administration on Windows Domain Controller Servers and, Dynamic Host Connection Protocol (DHCP) and Domain Name Services (DNS) under the supervision of the Director of Network Services.

- Provides general hardware and software support for client workstations and training for approximately 100 users.

- On a rotational basis (monthly) provides 24 x 7 emergency coverage for MTRS Network and, if required, follows MyTRS unscheduled outage procedures.

- Manages, maintains and supports the Kofax scanning/imaging system (and all other imaging processes) for MTRS and MyTRS. Performs Kofax enhancements and upgrades, as necessary.

- In coordination with the Sr. Technical Support Specialist, manages and supports MTRS VDI User Profile Management environment.

- Maintains and supports the following MTRS Systems with vendor support contracts:

  - Barracuda Email Archiving Software
  - Ransomware Educational Software
  - MTRS Email Filter Software
  - MTRS Web Filter Software
  - APC Room Uninterrupted Power Supply (UPS) Systems
  - American Alarm System and Western Regional Office security system
  - Service Desk Application (TrackIT/JIRA)
  - Application's Windows Virtual Services / fusion/RMS Physical Records Manager
  - Interchange File Transfer System (EOTSS, Treasury web applications)
  - Screen Connect

- Performs all patching, upgrades and maintenance to applications listed above, under the direction of the CTO and ISO.

- Performs hardware and software upgrades to WAN, LAN and software listed above as assigned by Chief Technology Officer.

- Performs hardware and software analysis to identify and solve problems.

- Participates in Network Service Unit meetings to review and determine the priorities, schedule and resources needed for equipment repairs and/or software support.

- Performs MTRS security self-audits according to MTRS procedures for the network, building and applications. Consults with Information Security Officer, as needed.

- Works closely with contractors and/or vendors, as directed, to complete technical service and support calls and requests.

- Works on assigned projects, as directed.

Required Education and Experience

- Bachelor's degree with a major in the field of computer science, technical information systems, data processing and/or computer programming is preferred, or at least four years of related professional work in the IT industry.

- MCP Microsoft Server Network Operating Systems certificate is also desired.

Necessary Knowledge, Skills and Abilities

- Follows the Comm of MA EOTSS security guidelines, standards, policies, and procedures.

- Maintains the security of highly sensitive and/or confidential data.

- Knowledge of Microsoft Office 365 and Windows Workstations.

- Experience working on personal computers, server hardware, and associated computer peripherals.

- Experience managing and maintaining Intuit Track IT Helpdesk system and JIRA, a plus.

- Experience using technology to increase organizational effectiveness.

- Excellent problem-solving abilities.

- Excellent communication and writing skills, including the ability to explain technical concepts to a variety of audiences.

- Ability to work independently and in a team environment

EXPECTED HOURS OF WORK

New hires are required to report to the office five days per week for 90 calendar days. Thereafter, they may apply for a hybrid remote schedule. Hours of work are flexible, but are generally, Monday through Friday, 8 AM to 4 PM, 9 AM to 5 PM (30-minute lunch), 7:45 AM to 4:00 PM, or 8:45 AM to 5 PM (45-minute lunch). This position may require extended hours.

APPLICATION PROCESS

Interested applicants must apply online through *MassCareers* at:

https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent

Applicants are required to submit a cover letter and résumé to Robert Fabino, Chief Human Resources and Legal Affairs Officer, within the *MassCareers* portal. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Technical Support Specialist II with the MTRS. (See MTRS website for background at www.mass.gov/mtrs) Applicants who do not submit a cover letter will not be considered. Selected applicants will be invited to take a test designed to evaluate their basic writing, math, and computer skills.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. *Research suggests that qualified women, Black, Indigenous and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.*