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| Job Title: | Systems Analyst 3 | Req No./Job Code: | 486713 |
| Department/Group: | PA Dept of Agriculture | Rate/Hr: | 38.10 |
| Start Date: | 01/16/2017 | End Date: | 06/30/2017 |
| Submission Deadline: | 01/05/2017 |  |  |

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| Special Notes: (if applicable) |  |

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| Job Description |
| The Department of Agriculture is seeking an experienced System Center Configuration Manager (SCCM) and Desktop Imaging and Support Consultant for our Agency. The candidate will assist a higher level technician in the support of our End User Computing environment. This position will act as an escalation point for the Infrastructure team and anything related to End User Computing. The candidate will help develop automated solutions for deploying software packages, application patches and workstation images. Our Agency participates in a centralized Enterprise SCCM environment shared with several state Agencies The Agency hosts a local standalone MDT server for desktop imaging. Additionally the candidate will provide support for the following tasks/projects:• Continuously monitor and maintain the health of the Agency instance of the SCCM environment as well as SCCM clients.• Work with the Enterprise SCCM team and Agency Desktop Support staff• Create and update Agency MDT/SCCM Documentation• Operating System and Software Patch Deployment – Build, test, deploy desktop, laptop, and tablet images following all Enterprise and Agriculture processes and procedures.• Provide reports to Agency IT management on the status of the SCCM environment including but not limited to client health, deployment status, patch compliance• Experience creating ad-hoc reports• Ensure the Agency maintains acceptable patch compliance metrics, as well as software licensing.• Recommend innovative solutions utilizing SCCM technology• Setup / Migration / Tuning of imaging server from MDT 2012 to MDT 2013 Update 1• Setup / Tuning of MDT to support Windows 7 / Windows 8.1 / Windows 10 deployments• Monitoring patch / software deployment in SCCM, assist with any Remediation• Provide reports on patch / software deployment• Support and implementation of Agency Office 365 / Office 2013 deployment• Testing / evaluation of Windows 10 for the Enterprise• Testing / evaluation of Microsoft Direct Access• Testing / evaluation of APP-V• Testing / evaluation of DaRT• Testing / evaluation Potential integration of MBAM for Bitlocker Key Management• Help with locating OUTLOOK PST Files across enterprise.Responsibilities: • Engineer and support multiple Windows desktop images.• Maintain desktop images and modify MDT/SCCM task sequences as needed.• Monitor and remediate Virus/Malware alerts• Manage Microsoft and 3rd party patch deployments.• Manage the entire lifecycle of our global standard desktop and laptop models.• Package, test and deploy new applications as needed.• Provide technical assistance on projects that impact the End User Computing environment.• Maintain our existing Knowledge Base and sharing new items with other team members.• Create new support documents as well as maintain our existing support documentation.• Maintain high standards in quality in the delivery of End User Computing services.• Must be able to work independently on assignments while maintaining monthly progress reports.• Mentor Agency Desktop Support staff in support of MDT and SCCM Job RequirementsQualifications: • Must have 5+ years of desktop support experience in an enterprise environment.• Experience with Windows 7, Windows 8.1, Windows 10, Office 2010, Office 2013, Office 365, Active Directory Structure and familiar with basic server operations.• Requires experience developing and testing software packages using Install shield or equivalent.• Experience with End Point Protection applications.• Experience with full disk encryption software.• Experience with Microsoft Application Virtualization (App-V) (Nice to Have)• Must have Experience in creation and maintaining Group Policy Objects in an Enterprise Environment• Must have Experience in automation and scripting: PowerShell, VBScript, batch, etc.• Must have Experience with administering and deploying software using SCCM 2012 in an environment of 1000 computers or more.• Experience with developing and maintaining workstation images using MDT 2012 and SCCM 2012.• Experience in patch management including bios and firmware updates, service pack upgrades, and application based updates.• Experience with Basic Database Administration, particularly in SQL Server.• Ability to work under pressure with a willingness to learn.• Strong customer service focus, highly organized, responsible, and team orientated with good interpersonal and communication skills.• Excellent technologist with broad understanding of the Desktop environment• Must have MS SCCM 2012 Certification, Windows Enterprise Desktop Certification, and Windows Server Certification |

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| **Required Skills Summary:** |
| Desktop support experience in an enterprise environment | 5+ years |
| Experience with Windows 7, Windows 8.1, Windows 10, Office 2010, Office 2013, Office 365, Active Directory Structure and familiar with basic server | Required |
| Experience with full disk encryption software | Required |
| Must have Experience in creation and maintaining Group Policy Objects in an Enterprise Environment | Required |
| Must have Experience in automation and scripting: PowerShell, VBScript, batch, etc | Required |
| Must have Experience with administering and deploying software using SCCM 2012 in an environment of 1000 computers or more | Required |