



## COMMONWEALTH OF PENNSYLVANIA

### TREASURY DEPARTMENT

Job Posting – IT Generalist I

The Pennsylvania Treasury Department Bureau of Information Technology is looking for a dedicated individual who is interested in a rewarding career in government service, where you serve others and the greater public good every day. As an Information Technology Generalist I, you will perform IT duties in the following technical areas: Desktop Support, Networking, IT support and Administration services. You will be responsible for fielding first & second level calls/tickets from those seeking technical assistance over the phone or email and performing remote troubleshooting through diagnostic techniques and pertinent questions. If you are passionate about analyzing details and determining the best solution based on the issue, we encourage you to apply today! You will join a team of highly motivated IT professionals that support the Treasury Department in the deployment of technology while providing excellent customer service.

### **TREASURY DEPARTMENT OVERVIEW**

The Pennsylvania Treasury Department is an independently elected office of state government led by the State Treasurer who serves as the department's chief executive and as one of the largest state treasuries in the United States, it employs over 300 people and serves as custodian of more than \$150 Billion. As Pennsylvania's bank, Treasury plays a critical role in state government operations and acts as the custodian, investor, and disbursing officer of the funds of nearly all state agencies. Treasury also offers a wide range of programs and services to Pennsylvania families, such as helping to make college possible with the PA 529 College and Career Savings Programs; returning abandoned and unclaimed property to its rightful owner or heir; offering individuals a tax-free way to save for disability-related expenses with the PA ABLE Savings Program and providing a head start to education savings with the Keystone Scholars Program.

### **DESCRIPTION OF WORK**

- Serve as first-level contact for customers seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by customers.
- Walk customers through problem-solving processes.
- Direct unresolved issues to the next level of support personnel.
- Provide timely and accurate information on IT products or services.
- Record events and problems and their resolution in logs.
- Follow-up and update customer status and information.
- Pass along customer feedback/suggestions to the appropriate internal team.
- Identify and suggest possible improvements on procedures.

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- Recommend desktop software and hardware purchases, systems integration and installation, and the use of hardware and software.
- Prepare cost/benefit analyses of existing and proposed projects.
- Assist in implementing, administering, and maintaining system security standards, policies, and procedures.
- Instruct users on information security threats and security procedures and the proper usage of information technology resources.
- Participate in the investigation, analysis, and resolution of end-user security and resource access control problems.
- Develop and maintains hardware and software asset management procedures, processes, systems, and measurements and makes recommendations on asset management activities and decisions.
- Analyze the needs of the target audience and develop, maintain, standardize, or revise technical documents, user guides, release notes, help systems, document libraries, and documentation portals.
- Perform related work as required.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and experience with Microsoft 365 applications and tools.
- Microsoft 365 credentials and/or certifications is desirable.
- Knowledge of information technology concepts and practices.
- Knowledge of the component parts of personal computers, peripherals, servers, and their associated functionality.
- Knowledge of the functions and capabilities of hardware and software.
- Knowledge of troubleshooting techniques.
- Knowledge of the use and interpretation of diagnostic utility programs used in troubleshooting problems.
- Knowledge of networking concepts.
- Knowledge of the principles of information technology project management.
- Knowledge of information technology security principles.
- Knowledge of hardware and software testing methods.
- Knowledge of the principles and techniques of information technology documentation.
- Knowledge of information technology systems performance monitoring techniques.
- Ability to analyze information to diagnose and troubleshoot technical problems.
- Ability to read and interpret technical materials such as specifications, technical manuals, and other project documentation.
- Ability to communicate effectively orally.
- Ability to communicate effectively in writing.
- Ability to establish and maintain effective working relationships.

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## **MINIMUM EXPERIENCE AND TRAINING**

One year as an Information Technology Trainee or Information Technology Technician; or

One year of information technology experience in applications maintenance, networking or desktop services, or other information technology support/administration services, and an associate's degree in any information technology field; or

Three years of information technology experience in applications maintenance, networking or desktop services, or other information technology support/administration services; or

An equivalent combination of experience and training.

## **WORK SCHEDULE AND ADDITIONAL INFORMATION**

Full-time employment: 37.5 hours

Work Hours: 7:00 - 3:30 / 7:30 - 4:00 / 8:00 - 4:30 or 8:30 - 5:00

Starting Salary: \$56,900

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Location: This position is headquartered in Harrisburg. You may have the opportunity to work from home (telework) up to 2 days a week. Management may discontinue the telework arrangement at any time, for any reason. To telework, you must have a securely configured high-speed internet connection. You will be required to report to the headquarters office in Harrisburg when needed. If you are unable to telework, you will report daily to the headquarters office in Harrisburg. The location where you perform telework must be located within the Commonwealth of Pennsylvania.

In addition to the base salary, Treasury offers an attractive benefits package. Benefits include multiple medical plan options; supplemental benefits including prescription, dental and vision insurance plans; retirement plan; optional deferred compensation plan; group life insurance; voluntary insurance programs; and paid leave benefits including vacation, sick and parental.

A perpetual institution, Treasury is proud to engender and facilitate an environment that fosters the personal development, intellectual enrichment, and professional advancement of its employees. Treasury is also committed to creating a diverse and inclusive environment and is an equal opportunity employer. All qualified applicants will receive due consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

## **CONTACT INFORMATION**

For immediate consideration, please submit a resume by February 23, 2024, to: Pennsylvania Treasury Department at [careers@patreasury.gov](mailto:careers@patreasury.gov). Questions may be directed to Human Resources at 717- 787-5979. For more information about Treasury, visit [www.patreasury.gov](http://www.patreasury.gov).

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