KANSAS DEPARTMENT OF REVENUE
Classification Title: Technology Support Tech II

Percentage	Description
25%	Monitor Revenue Tech Help Desk ticket queue and resolve end-user hardware and/software problems in a timely manner. Tickets include in-house and Vendor software troubleshooting, installing or reinstalling software, network connectivity limitations, security and password problems, document backups, wireless air card installation, troubleshooting and distribution, hardware related concerns (such as PC slowness and hardware failure), and software and/or hardware upgrades.
20%	Repairs, maintains and installs computer hardware such Desktop PCs, Laptops, peripheral equipment and systems; tasks includes using appropriate security software such as disk encryption tools for laptops. Provide technical assistance to computer system users, answers questions in order to resolve computer problems for clients in person, via telephone, or from remote locations. Provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Provides training on hardware and software to users in classroom and one-on-one situations.
15%	Complete secure disposal of computer hardware used by KDOR. computers are either destroyed or sent to Surplus Property after DOD approved methods are used to securely remove all traces of tax, personal and agency information from agency equipment. Perform hardware cleansing, create disposition paperwork to support their activity in the disposal of computer equipment, and provides this information to staff responsible for managing and updating the KDOR inventory system.
25%	Provides technical assistance and customer support to Agency staff, customers, vendors and clients; either via telephone or over the Internet using technologies that allow the members of the team to either control or view the screens of the remote systems to resolve connectivity and usage issues. These tools include, but not limited to Dameware remote control, Webex web meeting, and F5 SSL Firewall.
10%	Provides customer support and technical assistance to remote office locations including Driver's License and County Treasurer offices statewide; includes remote training and training lab support, PC and printer installation and basic LAN troubleshooting. Travel to remote locations with overnight stay.
5%	Cross-train with Help Desk learning basic Help Desk duties and other duties assigned by Supervisor