

Office of the Attorney General
Human Resources
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JOB POSTING

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

IT Mobile Device Specialist Information Technology Section

Responsibilities: managing and supporting all Office of the Indiana Attorney General (OAG) mobile devices, including smartphones, tablets and laptops.

Duties:

- Utilize Mobile Device Management (MDM) solution to deploy and support mobile devices at the OAG.
- Responsible for ensuring compliance of policies in all connected devices.
- Ensure agency's email, calendar and contacts fully integrate with devices.
- Generate reports and take remedial action for out-of-compliance devices.
- Responsible for monitoring hardware and software reports and ensuring asset tracking of devices.
- Manage Software Development Kit to develop in-house apps.
- Responsible to diagnose and resolve mobile device or application issues to keep mobile workers productive.
- Keep track of MDM help desk requests and provide Help Desk statistics to manager.
- Assist in developing training materials and conduct training classes on the applications that make up the standard mobile device configuration.
- Escalate problems that require skills and/or knowledge beyond the Specialist's experience and training to other OAG resources or MDM's technical support.

Qualifications:

- High school diploma or equivalent GED.
- College education or Information Technology-related experience.
- Proficient computer skills to include, but not limited to, Outlook.
- Excellent customer service skills, and ability to maintain office decorum.
- Excellent oral and written communication skills.
- Excellent planning and organization skills.
- Ability to manage time and plan tasks to meet deadlines, and the ability to set priorities.
- Must be able to work well in a team environment as well as individually.
- Strong sense of ethics, including the need for strict confidentiality.