



Systems Support Specialist I

Salary Group: B13

Class Code: 0228

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
SYSTEMS SUPPORT SPECIALIST I	0228	B13	\$29,439 - \$46,388
SYSTEMS SUPPORT SPECIALIST II	0229	B15	\$32,976 - \$52,045
SYSTEMS SUPPORT SPECIALIST III	0230	B17	\$36,976 - \$58,399
SYSTEMS SUPPORT SPECIALIST IV	0231	B19	\$42,244 - \$68,960
SYSTEMS SUPPORT SPECIALIST V	0232	B22	\$51,614 - \$84,479

GENERAL DESCRIPTION

Performs entry-level computer systems support work in a help desk setting. Work involves providing first-line assistance for operational problems of agency information technology systems and automated office equipment in a stand-alone, network, or mainframe environment. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

DISTINGUISHING CHARACTERISTICS

The Systems Support Specialist job classification series is intended for employees that provide technical assistance and support related to computer systems, hardware, and software in a help desk setting. Employees are typically part of a multi-tiered help desk team and those employees are able to take initial calls/emails; troubleshoot and manage relatively simple hardware, software or network problems; and research and resolve the most difficult and complex problems. In contrast, employees in the Systems Analyst job classification series do not focus primarily on providing technical assistance and support in a help desk setting; rather, employees in that series help agencies use computer technology effectively and efficiently. Those employees develop and implement solutions to complex applications problems, including systems management and integration, improving existing systems, and reviewing system capabilities, workflow, and schedule limitations.

EXAMPLES OF WORK PERFORMED

Reviews and prioritizes incoming operational issues and requests for technical assistance related to computers, software, and standard office equipment; identifies and logs the type of problem or request; and monitors the status to ensure a timely resolution.

Provides routine technical assistance troubleshooting software and hardware problems, as well as office equipment such as phones, printers, and fax machines; and recognizes and escalates difficult problems to a higher level of support.

Provides guidance to employees on installation standards, operating standards, new procedures, and peripheral equipment functions.

Installs, maintains, and performs minor repairs to hardware, software, or office equipment.

Assists in maintaining records of daily data communication transactions, problems, remedial actions taken, and installation activities.

Assists with equipment set up for employee use, including the installation of cables, operating systems, or appropriate software.

Assists in the update of computers and mainframe applications.

Assists in maintaining inventory of information technology assets.

May assign logons and rights, print queues, and directory structures; reset passwords; create departmental groups; check out and check in computer and other office equipment; and run security software.

May assist in scheduling mainframe batch processing jobs.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in computer systems support work. Graduation from a standard senior high school or equivalent, supplemented by courses in computer science, is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the practices, principles, and techniques of computer operations; information systems; computer software and hardware; and information security policies and procedures.

Skill in the support of computers, the use of applicable programs and systems, and troubleshooting information systems.

Ability to operate information technology systems, and to communicate effectively.