



Systems Support Specialist II

Salary Group: B15

Class Code: 0229

<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 moderately complex (journey-level) technical support work on computer systems and office equipment in a help desk setting. Work involves providing first-line assistance for operational problems of agency information technology systems and operating automated office equipment in a stand-alone, network, or mainframe environment. Works under general supervision, with moderate 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 to 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 problems involving 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.

Performs backups and system cleanup, and assists in the issuing of equipment to staff and the returning of equipment.

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

Maintains records of daily data communication transactions, problems, remedial actions taken, and installation activities.

Sets up computers and other office equipment for employees; installs standard software; ensures proper installation of cables; and helps users resolve common hardware, software, and network connectivity issues.

Schedules mainframe batch processing jobs.

Assigns logons and rights, print queues, and directory structures; resets passwords; troubleshoots internet and phone outages; creates departmental groups; and runs security software.

May assist in the review and recommendation of the procurement and inventory of information resources hardware or software.

May analyze call logs to track common trends and underlying problems.

May maintain inventory of information technology assets.

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; information security policies and procedures; and local and wide area networks.

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

Ability to operate information technology systems, to troubleshoot and repair equipment, and to communicate effectively.