



Systems Support Specialist III

Salary Group: B17

Class Code: 0230

<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

GENERAL DESCRIPTION

Performs highly complex (senior-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 operating automated office equipment in a stand-alone, network, or mainframe environment. May serve as lead worker providing direction to others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Coordinates and/or 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; and monitors the status to ensure a timely resolution.

Coordinates the update of computers and mainframe applications.

Coordinates the scheduling of all mainframe batch processing jobs.

Coordinates and/or sets up equipment for employee use, and performs or ensures proper installation of cables, operating systems, or appropriate software.

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

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

Develops procedures and training manuals, and conducts presentations and briefings.

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

Maintains computer and hardware inventory records for new and surplus equipment.

Prepares reports on systems efficiency and utilization.

Reviews and makes recommendations regarding the procurement of information technology equipment.

May serve as lead worker providing direction to others.

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; of information systems; of computer software and hardware; of information security policies and procedures; of local and wide area networks; and of the management of information systems.

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

Ability to operate information technology systems, to troubleshoot and repair equipment, to communicate effectively, and to serve as lead worker providing direction to others.