



# 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
<b>SYSTEMS SUPPORT SPECIALIST III</b>	<b>0230</b>	<b>B17</b>	<b>\$36,976 - \$58,399</b>
SYSTEMS SUPPORT SPECIALIST IV	0231	B19	\$42,244 - \$68,960
SYSTEMS SUPPORT SPECIALIST V	0232	B22	\$51,614 - \$84,479

## 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 a lead worker providing direction to others. Works under limited supervision, with considerable 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

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 and/or updates computer and mainframe applications.

Coordinates and/or schedules 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; and 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 inventory of information technology assets.

Prepares reports on systems efficiency and utilization.

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

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

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, to communicate effectively, and to serve as lead worker providing direction to others.