



Systems Support Specialist IV

Salary Group: B19

Class Code: 0231

<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 advanced (senior-level) computer systems support work in a help desk setting. Work involves coordinating the 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 supervise the work of others. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Oversees the delivery of technical support for agency employees and other end users to ensure that problems and requests have been appropriately documented and resolved timely; provides assistance in researching and resolving escalated problems, which includes the most complex and/or critical technical problems.

Oversees the scheduling of all mainframe batch processing jobs.

Coordinates and oversees the setting up of equipment for employee use and performing or ensuring proper installation of cables, operating systems, or appropriate software.

Coordinates the updates of computers and mainframe applications.

Analyzes performance of technical support activities and documents resolutions, identifies problem areas, and devises and delivers solutions to enhance quality of service and prevent future problems.

Develops procedures and training manuals and conducts presentations and briefings.

Prepares briefings, reports, and evaluations on system efficiency and utilization.

Reviews daily data communication transactions, problems, remedial actions taken, and installation activities.

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

May supervise the work of 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 use and 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 supervise the work of others.