



Systems Support Specialist V

Salary Group: B22

Class Code: 0232

<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 highly advanced and/or supervisory (senior-level) computer systems support work in a help desk setting. Work involves overseeing the daily activities of the help desk by 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 supervise the work of others. Works under minimal supervision, with extensive 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 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

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; and provides assistance in researching and resolving escalated problems, which includes the most complex and/or critical technical problems.

Oversees and/or schedules all mainframe batch processing jobs.

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

Oversees and/or updates computers and mainframe applications.

Oversees and/or maintains the inventory of information technology assets.

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; 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 use and 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 supervise the work of others.