SYSTEMS SUPPORT SPECIALIST I/II

DEFINITION

Under general supervision, performs a variety of specialized duties in the sup-port of users of computer systems throughout the County; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

Systems Support Specialist I is the entry level class of this technical series. Initially under close supervision, incumbents perform the more routine system support duties such as installing personal computer hardware and software while learning the more skilled and complex work. As experience is gained, duties become more diversified and are performed under more general supervision. This class is alternately staffed with Systems Support Specialist II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications for the higher level class.

Systems Support Specialist II is the journey level class in this series, fully competent to perform a wide range of training and support activities for users of sophisticated mainframe and personal computer systems. These classes are distinguished from the Information Technology Analyst series in that the latter provides a high level of programming and analyses support for varied computer applications.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides information to users of personal computer systems regarding software availability; identifies appropriate generic or specialized software to meet needs.
- Sets up personal computer hardware and installs system software and applications software, such as word processing, database, spreadsheets, and graphics programs.
- Trains user/staff on personal computer usage; explains operating system commands and arranges for training on generic systems; provides technical assistance to software or hardware problems; troubleshoots operating problems with printers and other peripheral equipment.
- Explains on-line inquiry capabilities to users; instructs employees in the use of communication networks; prepares samples and documentation related to use of such software.
- Installs network operating system software on servers; troubleshoots and resolves problems with server hardware and software.
- Instructs users in local area network administration and security; explains to users how to access applications using the County's data communication network; maintains security system requirements for networks.
- Works with the project team in the development or modification of systems; assists users in the documentation and classification of their needs and the development of screens and reports.
- Develops training materials, including tutorials, documentation and instruc-tional manual for system use.
- Maintains records of work performed.

- Responsible for coordinating and conducting application training that meet the needs of County staff.

QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Distinguishing Characteristics.

Knowledge of:

- Computer hardware, application software, and local area network software relevant to operations, file management and administration.
- Standard personal computer software products for developing systems and for instructing others in their use.
- Procedures necessary to maintain the integrity and security of data in networked systems.
- Methods of instructing others in the use of computer applications.
- Standard personal computer operating system software.
- Office administrative practice and methods, including recordkeeping and the operation of standard office equipment.

Skill in:

- Maintaining and operating personal computers and peripheral equipment.
- Planning, organizing and coordinating personal computer and local area network services for using departments.
- Developing and implementing new programs and usage of computerized systems.
- Installing and maintaining network operating system software.
- Analyzing complex user problems, evaluating alternatives and reaching sound conclusions.
- Training using department staff in the use of computer applications.
- Preparing effective user instructions, documentation and other written materials.
- Maintaining accurate records of work performed.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Other Requirements:

Must possess a valid driver's license. Individuals who do not meet this requirement due to physical disability will be reviewed on a case by case basis

Education and Experience:

Where college degrees and/or college course credits are required, degrees and college units must be obtained from an accredited college or university. Courses from non-accredited institutions will not be evaluated for this requirement

System Support Specialist I: Equivalent to possession of an Associate of Arts degree in data processing and/or personal computer system usage and one year of experience using computer systems.

System Support Specialist II: In addition to the above, two years of experience operating and installing personal computer hardware and software and/or providing training on personal computer software at a level equivalent to the County's class of System Support Specialist I.

NOTE: The above qualifications are typically accepted ways of obtaining the required knowledge and skills.