MERIT SYSTEM SERVICES

## SYSTEM SUPPORT ANALYST

CLASSIFICATION
## DEFINITION

Under general supervision, ~~the System Support Analyst~~ serves as the main resource person for users of a statewide automated system and related systems which support public assistance and/or child welfare services; answers user questions; analyzes, investigates, and resolves computer-related problems; improves and modifies systems; provides training and instruction; coordinates with the state central help desk; and performs related ~~work~~duties as ~~required.~~ assigned.

~~The System Support Analyst~~**SUPERIVSION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises no supervision over staff.

## CLASS CHARACTERISTICS

This is a ~~full~~fully qualified journey-level classification. Incumbents are required to apply extensive knowledge of multiple public assistance and/or child welfare programs, automated public assistance and/or child welfare systems, computer hardware equipment, and software applications. ~~The System Support Analyst~~; and may provide functional direction to eligibility ~~or,~~ social services staff, and/or fiscal staff for duties related to the help desk function.

~~SUPERVISION EXERCISED AND RECEIVED~~

~~The System Support Analyst receives supervision from a higher level supervisor or manager. The System Support Analyst may provide functional direction to eligibility, social services, fiscal, or other staff for duties related to the help desk function.~~

## EXAMPLES OF **TYPICAL** ~~DUTIES~~JOB FUNCTIONS (Illustrative Only)
~~Duties may include, but are not limited to, the following:~~

- Acts as a resource person for users by answering questions and resolving problems related to the use, application, and operation of a statewide automated system which supports public assistance and/or child welfare programs.
- Diagnoses problems to determine if the cause is due to system, software, hardware, or other sources, and corrects problem and operational procedures or refers more difficult problems to appropriate personnel or vendors.
  - ~~Troubleshoots and corrects problems with peripheral equipment such as printers and print servers.~~
- Researches regulations, procedures, and/or technical reference ~~materials~~material as necessary.

- Reviews upcoming changes to programs, regulations, or system (All County Letters, Management Change Requests), identifies impact on and necessary changes to the statewide automated system and provides recommendations.
- Troubleshoots case problems and reviews change requests from staff, applies rules and regulations, determines if a change to the statewide automated system is required and provides recommendations. Develops; develops workarounds when necessary.
  - Analyzes mainframe data for system problems, and researches problems to identify appropriate action to take.

  - Meets with management, supervisory staff, and other staff regarding systems usage,
- improvements, modifications, maintenance, and training needs for workers.
- Works with computer support personnel in identifying problems with the system, programs, PC's, or printers.
- Works with programmers, computer vendors, and computer personnel to improve the effectiveness of the system.
- Coordinates with the state central help desk personnel to resolve problems.
- Documents and tracks system problems and writes reports on issues.
- Stays abreast of the statewide automated system procedures, and prepares on-lineonline bulletins to inform users of changes or additions.
- Writes or assists in writing and revising procedures, instructional materialsmaterial, and staff development tools for systems-related training.
  - development tools for systems-related training.
- Troubleshoots and corrects problems with peripheral equipment such as printers and print servers; and relocates computer equipment and printers.
  - Develops system training material for users, or recommends outside contractors to
- provide training.
- Attends meetings and represents department at meetings with other departments and agencies for information sharing, system improvements, and implementation of changes.
- Develops and produces ad-hoc reports from the automated system in response to requests from departmental personnel.
- Creates spreadsheets, templates, and/or forms to assist users.
- Authorizes system access to new users,; assigns users a profile and password.
  - Relocates computer equipment and printers.
- Maintains and installs personal computer software, such as word processing, email, spreadsheet, and anti-virus software and; provides training.
- Confers with staff regarding system hardware and/or software needs, conducts research, recommends purchases, and completes necessary paperwork.
- Performs quality review of staff cases to ensure compliance with regulations and/or full system utilization.
- Performs related duties as assigned.

## QUALIFICATIONS

<div align="center">EMPLOYMENT STANDARDS</div>

**Knowledge of:**

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- ~~Departmental goals and program objectives.~~
- Statewide automated systems from a user perspective and general application.
- Terminology relating to computer software, hardware, and peripheral equipment.
- Methods of system diagnostics, error research, and ~~trouble-shooting~~troubleshooting.
- Legislation, regulations, and procedures related to multiple public assistance programs or child welfare programs and related case administration techniques.
- Work methods and techniques employed by eligibility or social services staff, including documentation and reporting requirements.
- Training methods and techniques.

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Evaluate and interpret automated information systems from a user perspective.
- Identify, evaluate, and research operational problems~~;~~; make independent judgments; and implement changes.
- Troubleshoot system, hardware, and software problems.
- Gather information and analyze data to establish or identify needs and make recommendations for improvement.
- ~~Ability to interpret~~Interpret and evaluate program effectiveness~~;~~; draw logical conclusions, and make appropriate recommendations.
- Understand, interpret and apply rules, regulations, ordinances, and legislation; stay abreast of new program regulations and legislation; and determine the impact of regulatory change on local operations and systems.
- Maintain records, document actions, and prepare narratives and related reports.
- Read and comprehend written material on a wide variety of technical subjects.
- Organize, prioritize, schedule, and coordinate work flow to meet production deadlines.
  - ~~Establish and maintain effective working relationships with all persons contacted during the course of work.~~
- Maintain confidentiality of information.
  - ~~Communicate effectively orally and in writing.~~

~~**Public Assistance Services Option (In addition to the general KAs)**~~

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~~**Knowledge of:**~~

- ~~Legislation, regulations, and procedures related to multiple public assistance programs and related case administration techniques.~~
- ~~Work methods and techniques employed by eligibility staff, including documentation and reporting requirements.~~
- ~~Statewide automated systems which support public assistance programs from a user perspective and general application.~~

~~**Child Welfare Services Option (in addition to the general KAs)**~~

~~**Knowledge of:**~~

- ~~Legislation, regulations, and procedures related to multiple child welfare programs and related case administration techniques.~~
- ~~Work methods and techniques employed by social services staff, including documentation and reporting requirements.~~
- ~~Statewide automated systems which support child welfare programs from a user perspective and general application.~~

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- ➢ ~~MINIMUM~~ Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- ➢ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- ➢ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- ➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- ➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- ➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

## ~~QUALIFICATIONS~~ (Education and ~~/or~~ Experience):

Two (2) years of full-time experience that has included the use of a statewide automated system and related systems, which support either public assistance or child welfare programs (depending on option recruited for).  This experience must have provided the applicant with broad knowledge of the relevant programs and statewide automated system.

~~AND~~

~~Computer related education, training~~**Licenses and Certifications:**

Possession of, or ~~experience that provided knowledge of an operating system such as Windows and a major software application.~~

**~~SPECIAL REQUIREMENT~~**

~~Some positions may require the~~ ability to ~~lift up to 40 lbs.~~

**~~DRIVER LICENSE REQUIREMENT~~**

- ➢ ~~Some positions in this classification may require possession of~~obtain and maintain, a valid California ~~driver's~~or Nevada Driver's License~~. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.~~ and a satisfactory driving record.

~~**History:**~~
~~Date Established: 04/18/94~~

Date Revised: 06/15/05

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.