

TITLE: SYSTEMS SUPPORT SPECIALIST I - VI

DEFINITION: Under supervision, performs specialized technical work involved in the installation and maintenance of systems software, including operating systems, database systems and software utilities and tools.

DISTINGUISHING CHARACTERISTICS:

- Grade Level I - under immediate supervision, performs general technical work mainly in the installation, support and maintenance of personal computer and small server hardware, software, operating systems and utilities.
- Grade Level II - under immediate supervision, performs skilled technical work mainly in the support and maintenance of personal computers and server hardware, software, operating systems and utilities.
- Grade Level III - under general supervision, performs specialized technical work involved with installation, support and maintenance of moderately complex operating systems software, and assists in system analysis and installation activities on medium to large servers.
- Grade Level IV - under limited supervision, performs highly specialized technical work involving the installation, maintenance and accountability for moderately complex operating systems software. Performs system analysis and installation activities on large servers and may direct the work of lower level technical staff or contractors.
- Grade Level V - under limited supervision, plans, develops, implements and leads systems work that enhances end user productivity and effectiveness. This includes coordinating efforts of team members; promoting internal development of systems and resources; and providing technical analysis and counsel to senior staff. Grade V requires a four-year college degree with major coursework in computer science or related field and two years related experience. Six years of related experience may be substituted for the education and experience requirement.
- Grade Level VI - under general direction, provides highly specialized strategic technical advice and consulting services to senior staff. Grade VI requires a four-year college degree with major coursework in computer science or related field and two years related experience. Six years of related experience may be substituted for the education and experience requirement.

SYSTEMS SUPPORT SPECIALIST I-VI (continued)

EXAMPLES OF DUTIES:

- Installs, customizes, maintains, and integrates operation system software;
- Installs and maintains database management systems, data communications systems and software utilities and tools;
- Defines backup, recovery, and security procedures for all databases and systems software products/programs;
- Analyzes operating systems and software, defines problems and develops problem solutions or coordinates resolutions through the use of vendors;
- Monitors systems performance and reports capacity status;
- Develops, maintains, and/or updates system procedures and documentation;
- Ensures system integrity and reliability to minimize downtime;
- May evaluate end user requests and concerns and analyze current systems to determine appropriate steps to be taken to meet needs or prevent problems;
- May perform feasibility analysis and evaluate potential solutions;
- May prepare reports, documentation, and plans for designs and system enhancements;
- May plan, prioritize and schedule work and tasks for project team members;
- May prepare or evaluate training materials and manuals;
- Performs other related duties as assigned.

MINIMUM REQUIREMENTS:

- Two-year college degree with major coursework in computer science or related field and two years of related experience, one of which must be equivalent to a Systems Technician, OR completion of a certificate program or technical school in computer science or related field and two years of related experience one of which must be equivalent to a Systems Technician, OR a four-year college degree with major coursework in computer science or related field and one year experience equivalent to a Systems Technician;
- Experience may be substituted for education on a year-for-year basis;
- Some positions require an extensive background investigation;
- A valid California Driver's License may be required;
- Thorough knowledge of the principles, techniques, and methods used in acquiring, developing, implementing and/or enhancing computer hardware and software;
- Ability to work effectively with others through the use of solid interpersonal/people skills.

HISTORY:

Established 10/01/1999

Grade Level III consolidated with Systems Programmer I.
Grade Level IV consolidated with Systems Programmer II.

SYSTEMS SUPPORT SPECIALIST I – VI (continued)

Grade Level V consolidated with Systems Programmer III.
Grade Level VI consolidated with Systems Programmer IV.

Approval/Adoption Dates: 07/12/2000