

SYSTEMS SUPPORT SPECIALIST

PURPOSE AND NATURE OF WORK

Position is responsible for installing, maintaining, upgrading, and troubleshooting personal computers and network hardware. Incumbents install, implement, and support third party software, server/desktop operating systems, and associated network infrastructure. Job assignments increase in difficulty as level of experience increases. Duties also include assisting end-users and technical staff. Work is performed under the direction of an Information Services and Technology Manager.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Responsible for developing specifications for the purchase and installation of personal computers, network servers, routers, switches, and network infrastructure units. Installs, maintains, troubleshoots, and upgrades complex operating systems for both desktops and servers. Performs network upgrades via engineering releases, upgrades, patches, and utilities from the manufacturer. Provides end-user and customer support. Assists with maintaining and implementing in-house and off-the-shelf software packages. Works with Senior Systems Support Specialists and Network Administrator on software, network, and program malfunctions providing support as needed. Reviews logs and reports issues to Senior Systems Support Specialists.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of Local Area Network (LAN) communication methods and topology, including commonly used network software, switches, and routers.

Considerable knowledge of computer capabilities and application infrastructure.

Knowledge of commonly used personal computer applications including spreadsheets, word processing, mainframe connectivity software, etc.

Knowledge of computer operating devices.

Ability to establish and maintain an effective working relationship with other employees, government officials, and vendors.

Ability to communicate and work with manufacturers' systems engineers on operating system and third-party software issues and problems.

Ability to think in an analytical manner.

Ability to clearly convey instructions.

Ability to multitask and adapt to changes quickly.

Ability to lift and move IT-related equipment

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in computer science and experience in maintaining network servers, personal computers, routers, switches, and network infrastructure units, and programming and programming analysis; or equivalent combination of training and experience.