SENIOR SYSTEMS SUPPORT SPECIALIST

PURPOSE AND NATURE OF WORK

This is advanced systems programming work. Incumbents are responsible for developing specifications for the purchase of third-party software and for applications dealing with the overall operating system, such as file maintenance routines, large telecommunications networks, or advanced software packages. Work is performed under the general direction of the Information Services and Technology Manager or Network Engineering and Operations Supervisor. This class is distinguished from that of Systems Support Specialist by advanced technical knowledge required and more complex assignments.

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.)

Modifies and maintains complex existing software packages via engineering releases and utilities from the manufacturer. Installs, implements and administers third-party software, personal computer systems, network servers, routers, switches, and network infrastructure and evaluates output to ensure that all requirements are met. Gives technical advice to lower-level programmers and assists with maintaining in-house programs. Works with the Operations Supervisor on software, machine, and program malfunctions and with Network Administrators or Electrical Engineers for network and server projects. May design, code, test and debug programs. Maintains documentation concerning networks, including network diagrams to track location of hardware. May provide quality assurance review.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of all phases of software analysis and programming.
Considerable knowledge of computer capabilities, data processing techniques, and coding practices.
Knowledge of servers and of network equipment, including provisioning, installation and troubleshooting.
Knowledge of one or more programming/scripting languages.
Knowledge of computer operating systems.
Knowledge of management procedures and record-keeping practices.
Ability to think in an analytical manner.
Ability to clearly convey instructions to others.
Ability to establish and maintain effective working relationships with other employees and public officials.
Ability to communicate and work with manufacturers' systems engineers on operating system and third-party software problems.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in computer science and considerable experience in systems programming; or any equivalent combination of training and experience.