

TECHNICAL SUPPORT SPECIALIST II

NATURE OF WORK

This is responsible technical and administrative work involving the installation and maintenance of the computer operating system components.

Work involves responsibility for modifying and maintaining the complex systems software components of the operating system including advanced communications software, teleprocessing software, and support packages. Work also includes capacity planning, resource measurement and reporting, evaluation of new systems software packages, and problem assistance and resolution for all information services personnel. This position may also be assigned the database systems administration function to include maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Work is performed independently under the general supervision of the Technical Support/Operations Coordinator.

EXAMPLES OF WORK PERFORMED

Modifies and maintains the system software support of advanced communication networks and teleprocessing software.

Participates in the evaluation of new systems software packages and new hardware.

Prepares utilization and system performance reports and statistics.

Maintains complex systems software utility packages and compilers.

Designs, implements, and maintains complex databases with respect to performance, organization, security and usage guidelines.

Researches and resolves problems reported by all other sections of the Information Services Division.

Advises other information services personnel in methods and use of system software.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of communications software and teleprocessing networks.

Considerable knowledge of systems analysis, programming and related functions performed by information services personnel and the ability to analyze and resolve problems with same.

Considerable knowledge of systems software installation and maintenance.

Considerable knowledge of capacity and configuration planning and reporting.

Considerable knowledge of relational database design, maintenance, support and services.

Ability to establish and maintain effective working relationships with information services personnel and customers.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major coursework in computer science, business administration or related field plus considerable experience in systems programming in a large system environment, with considerable knowledge of more than one major operating system subsystem and the general understanding or knowledge of all major subsystems.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in computer science, business administration or related field and experience in systems programming in a large system environment; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.