

SYSTEMS SPECIALIST II

NATURE OF WORK

This is responsible technical work providing support services to departmental personnel who use computer hardware, software and networks in the performance of their duties.

Work involves responsibility for providing technical assistance to departmental personnel in the use of end-user oriented computer applications and word processing programs. Work also may include the installation and use of new hardware and software. General supervision is received from an administrative superior with work being reviewed through effectiveness of programs.

EXAMPLES OF WORK PERFORMED

Provides technical assistance and training to department's computer users to ensure accurate and acceptable entry of information.

Designs and develops applications for the department's computers; meets with co-workers to determine program requirements; prepares documentation and related information.

Installs new hardware and software packages in order to upgrade existing systems; trains co-workers in the use of hardware and software.

Acts as liaison between department users and Information Services.

Researches and resolves reported problems; diagnoses computer and word processing problems in hardware and software; performs repairs as needed.

Maintains records of projects, hardware and software.

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

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the functions and capabilities of department's computer hardware.

Knowledge of software installation and maintenance.

Knowledge of database management, systems and technology.

Ability to analyze problems and organize their component parts into logical steps.

Ability to establish and maintain effective working relationships with supervisors, co-workers and

users of the department's system.

Ability to communicate effectively both orally and in writing.

Ability to manage multiple responsibilities concurrently.

Ability to utilize technical manuals relating to programming languages, systems operations and database management.

MINIMUM REQUIREMENTS

Associate's degree in computer science or related field and two years of experience in the use of computer equipment; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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