SYSTEMS SPECIALIST III

NATURE OF WORK

This is advanced level, technical work in the use and development of a department's computer hardware and software, and in providing support services to departmental personnel who use computer hardware, software and networks in the performance of their duties.

Work involves developing customized solutions built around the department's primary commercial software packages and applications; assisting assigned users in use of computer software, including the custom applications developed for the department and the standard office software used by the department; providing on-site maintenance and trouble-shooting for computer hardware and peripherals, software and network connections and other equipment; and diagnosing the cause of computer operation problems. General supervision is received from an administrative superior. May supervise and/or provide technical assistance to subordinate staff.

EXAMPLES OF WORK PERFORMED

Develops customized solutions built around the department's primary commercial software packages and applications; analyzes, tests and rewrites as necessary.

Assists assigned users in use of computer software, including the custom applications developed for the department and the standard office software that may be used by the department; provides training, manuals and equipment.

Provides on-site maintenance and trouble-shooting for computer hardware and peripherals, software and network connections and other equipment; diagnoses the cause of computer operation problems and takes or recommends appropriate action to solve those problems.

Installs, configures and troubleshoots computer operating system software and computer application software.

Installs and configures software; provides and installs up-to-date patches or upgrades; monitors performance and makes recommendations.

Upgrades and troubleshoots internal computer hardware including installing and replacing hard drives, floppy drives, CD-ROM drives, etc; configures and troubleshoots necessary software and transfers data from old hard drive to new.

Confers with management and staff regarding hardware needs; researches hardware and peripherals; provides hardware setup, configuration, installation and technical support.

Maintains data integrity by ensuring backup of server is completed daily; scans for possible virus problems; maintains internal passwords and security systems; maintains an inventory database of computer hardware.

Confers with users regarding data collection and retrieval needs; develops or uses package software for data entry and retrieval.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the functions and capabilities of computer hardware.

Considerable knowledge of software installation and maintenance.

Considerable knowledge of database management, systems and technology.

Considerable knowledge of assigned department functions, procedures, policies and organization as they relate to computer support services.

Ability to exhibit independent judgment and initiative in analyzing information systems and to make sound recommendations and modifications.

Ability to establish and maintain effective working relationships with supervisors, co-workers and users of the department's system.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

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

MINIMUM QUALIFICATIONS

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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