SYSTEMS SERVICES SPECIALIST*

DISTINGUISHING FEATURES OF THE CLASS: This is technical work of a moderately complex nature involving a responsibility for providing overall system support and/or for providing software and hardware support to users of computer systems. The specific duties performed are based on area of assignment (e.g., E-mail, Help Desk, Websites, Network). The work is performed under the supervision of a higher-level administrator, and work guidance may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:
Prioritizes and responds to help desk requests;
Analyzes and documents the scope of help desk calls and resolutions;
Tracks and documents response time of solutions to user problems;
Visits sites to assist users with the resolution of computer problems;
Provides guidance to staff on the use of software programs (e.g., Microsoft Office, E-mail);
Meets with departments to provide input on enhancing and updating existing web pages;
Maintains network backup system, documentation, and security;
Sets up network accounts;
Provides technical support for networking;
Installs and configures PC software;
Installs and maintains remote mainframe peripherals;
Provides input on the evaluation of new technologies;
Facilitates network data access;
Prepares reports;
May maintain the contents of an agency's website;
May complete special assignments.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Thorough knowledge of the principles and practices of computer technology; good knowledge of the principles and practices of computer system support; good knowledge of network administration; good knowledge of E-Mail techniques; ability to resolve software and hardware problems; ability to provide computer support and maintain computer documentation; ability to interpret moderately complex written materials, such as computer manuals; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS:

1. An Associate's degree or equivalent college credits (a minimum of sixty (60) credits) and two (2) years of experience in maintaining computer systems, hardware support, and either network administration or network support of software; or

2. Graduation from high school or possession of an equivalency diploma and four (4) years of experience in maintaining computer systems, hardware support, and either network administration or network support of software.

NOTE: A Bachelor's degree that included or was supplemented by at least twenty-four (24) credit hours in Data Processing, Computer Programming, Computer Science, Computer Information Systems, Computer Graphics, Graphic Design, or comparable, shall be deemed fully qualifying.

*This reflects a retitling of Systems Services Specialist (MIS).

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Competitive