

**CLASS TITLE: SENIOR TECHNICAL SUPPORT SPECIALIST
(OIP)**

**Class Code: 02795700
Pay Grade: 28A
EO: C**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for performing a variety of complex technical support tasks directly related to the operation of the IBM mainframe and mini computer operating system, as well as other directly related systems; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior with latitude for the exercise of independent judgement; receives detailed instructions on some complex assignments; work is subject to review usually upon completion for proper application of system management techniques.

SUPERVISION EXERCISED: As required, may supervise the work of subordinate technical personnel and others assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for performing a variety of complex technical support tasks directly related to the operation of the IBM mainframe and mini computer operating system, as well as other directly related systems.

To install and maintain the mainframe and mini computer operating system, data management, telecommunication, system performance, capacity management, and utility management software.

To implement methods and procedures necessary to support all activities related to the installation, modification, problem resolution, performance, and operational and planning capacity management of the mainframe and mini computer hardware and software environments.

To design, code, test, and implement specialized software required by the installation.

To provide technical support services to a variety of system operation activities including programming, system analysis and other related operations which involve the development, modification or operation of the mainframe or mini computer operating system.

To attend training sessions to keep abreast of new or improved software and procedures.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the principles, practices, methods and techniques of hardware and software computer operating systems and their operational and system capacity capabilities and intricacies; a thorough knowledge of the methods and procedures of system installation, modification, performance, and operational and planning capacity management of the IBM mainframe and mini computer hardware and software environments; the ability to install and maintain the IBM main frame and mini computer operating system, data base management, telecommunication, system performance, capacity management, and utility management software; the ability to design, code, test and implement specialized software; a thorough knowledge of computer programming and systems analysis; the ability to provide technical support to all areas of computer systems operation; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing including or supplemented by successful completion of advanced computer and programming courses; and

Experience: Such as may have been gained through: employment in a technical position involving the evaluation and diagnosis of systems and/or programming problems causing system operating interruptions and malfunctions.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: July 5, 1987

Editorial Review: 3/15/03