

CLASS TITLE: SYSTEMS SUPPORT TECHNICIAN II

Class Code: 02707300
Pay Grade: 21A
EO: C

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within a department, agency or unit, to supervise staff in the provision of data processing services utilizing a small, self-contained local area network (LAN) and/or dedicated terminals/personal computers (PCs) with network software to access databases or files stored on a mainframe system; or, within a department, agency or unit, to assist a supervisor in the provision of data processing services utilizing a large local area network (LAN), or having a mini-computer server, and/or dedicated terminals/PCs with network software to access databases or files stored on mainframe systems; and to do related work as required.

SUPERVISION RECEIVED: Works under general supervision with wide latitude in addressing both day-to-day and troubleshooting situations in the operation and maintenance of the system.

SUPERVISION EXERCISED: As required, assigns and reviews the work of technical, clerical and/or data processing personnel; advises users on systems capabilities and operations.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within a department, agency or unit, to supervise staff in the provision of data processing services utilizing a small, self-contained local area network (LAN) and/or dedicated terminals/personal computers (PCs) with network software to access databases or files stored on a mainframe system; or, within a department, agency or unit, to assist a supervisor in the provision of data processing services utilizing a large local area network (LAN), or having a mini-computer server, and/or dedicated terminals/PCs with network software to access databases or files stored on mainframe systems.

To maintain an existing system whose application has a narrow functional focus.

To provide on-site instruction and guidance to users in the use and operation of application software and system hardware.

To perform minor, preventive hardware maintenance (e.g. changing ribbons in printers, replacing springs in printers, cleaning disk drive units, etc.).

To bring system back up subsequent to system crashes.

When required, to select, purchase, install and license off-the-shelf software based on user needs and budgetary constraints.

To maintain a library of software/hardware vendor-provided manuals.

To perform data entry, report generation and other functions on the system in the development of agency products and reports; uses database system to develop letters, correspondence and mailing lists.

As required, to assist in converting manual systems into data processing systems in a narrow functional area.

To perform system backups and restoration of user files.

To order supplies needed for day-to-day system operations.

To assign passwords and create directories for new users.

When required, to perform minor, basic programming tasks.

To contact vendor or seek outside help from agency or outside technical experts when problems cannot be resolved.

As required, to perform a variety of routine office and clerical tasks related to the primary function and purpose of work of the agency.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the operation, adjustment and routine maintenance needed for the operation of a small local area network (LAN); a working knowledge of the operation, adjustment and routine maintenance needed for large LANs, systems having a mini-computer server, and/or dedicated terminals/PC's utilized to access mainframe databases; a working knowledge of the methods of the selection and installation of basic hardware and software utilized in the designated environment; the ability to perform routine hardware and software installation and maintenance within the designated system environment; the ability to guide and instruct users on system operations and procedures; the ability to perform minor programming tasks; the ability to interact with vendors, agency personnel or providers of technical assistance concerning unresolved system malfunctions; the ability to perform data entry, document or report generation for agency projects; the ability to perform varied and routine office and clerical functions; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from high school, business school or technical school, including or supplemented by computer courses related to LAN's and/or mini-computers; and

Experience: Such as may have been gained through: employment in a position supervisory capacity entailing the provision and maintenance of various data processing services utilizing small LAN's stand alone PCs and/or dedicated terminals/PCs utilized to access mainframe databases; or, employment in a position entailing the provision and maintenance of various data processing services utilizing large LAN's mini-computer servers, and/or dedicated terminals/PCs utilized to access mainframe databases. utilized to access mainframe databases.

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

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