

**TITLE OF GROUP OF CLASS      TECHNICAL SUPPORT MANAGER**  
**TITLE OF CLASSES IN GROUP**

**(DOS/MVS)**  
**(UNIX NETWORKS TELECOMMUNICATIONS)**

**Class Code:**  
**02707800**  
**02791900**

**Pay Grade: 38A**  
**EO Code: A**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To be responsible for managing activities relating to technical support in the area of specialization to include planning, organizing, coordinating supervising, and reviewing the work of technical support teams engaged in providing systems management, network management, and/or telecommunications management within the designated technical specialty, including the diagnosis of operating system and hardware malfunctions; to coordinate the evaluation, selection, installation, and maintenance of hardware and software related to area of specialization; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general direction of a Deputy Information Processing Officer with wide latitude for the exercise of independent judgement in the performance of technical support activities; work is subject to review upon completion for results obtained and conformance with established policies, procedures and objectives.

**SUPERVISION EXERCISED:** To plan, organize, coordinate, direct, supervise and review the work of technical support teams and others assigned to assist.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To be responsible for managing activities relating to technical support in the area of specialization to include planning, organizing, coordinating, supervising and reviewing the work of technical support teams engaged in providing systems management, network management, and/or telecommunications management within the designated technical specialty including the diagnosis of operating system and hardware malfunctions.

To coordinate the evaluation, selection, installation, and maintenance of hardware and software related to the area of specialization.

To coordinate the installation and maintenance of mainframe, mini computer and/or network operating systems, as well as data management, security management, telecommunications, performance and capacity management, and utility software within the designated environment.

To be responsible for the implementation of methods and procedures necessary to support all activities related to the installation change, problem resolution, performance and operational capacities of systems within a functional area.

To be responsible for providing technical support services for upper level operations and applications staff within other specialization areas.

To assist agencies of state government with the preparation of the specifications for the procurement of hardware, software and services directly related to specialty area.

To be responsible for planning, conducting and overseeing training sessions designed to introduce and educate technical staff subordinates with new or improved hardware, software products or procedures.

To serve as the primary point of contract for vendors providing technical support and maintenance services related to the area of specialization.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of the principles, practices and techniques required in systems, network and/or telecommunications management; a thorough knowledge of the operating systems, utility and diagnostic software utilized in the area of specialization; a thorough knowledge of the operational functions and intricacies of the computer, network and telecommunications equipment utilized within a speciality area and the ability to apply such knowledge in diagnosing various technical problems causing system interruptions and malfunctions; the ability to plan, organize and supervise the work of technical support teams and others assigned to assist; the ability to plan, conduct and oversee training sessions designed to educate technical, operations and applications staff members regarding new hardware, software and procedures; the ability to communicate effectively with subordinates, associates and superiors within the department and supported agencies; the ability to establish and maintain effective working relationships with others; and related capacities and abilities.

### **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a college of recognized standing with a degree in Computer Science including or supplemented by successful completion of courses in the pertinent technical specialty; and

Experience: Such as may have been gained through: considerable employment in a responsible position planning, organizing supervising and reviewing the activities of a technical support staff engaged in providing technical support in the area of specialization.

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

Class Revised: March 20, 1994

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