

TITLE OF GROUP OF CLASS
TITLE OF CLASSES IN GROUP

TECHNICAL SUPPORT SPECIALIST II

DOS/MVS	Class Code: 02790801	EO B
UNIX NETWORK	02790802	B
TELECOMMUNICATIONS	02790803	B
OS 400 NETWORK	02790804	C
	Pay Grade:	32A

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for performing a variety of complex technical support tasks within the area of specialization directly related to the operation and maintenance of mainframe and mini computers, networks, and/or telecommunications systems, as well as other 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 routine technical support tasks, with the area of specialization, directly related to the operation and maintenance of mainframe and mini computers, networks, and/or telecommunications systems, as well as other directly related systems.

To install and maintain the mainframe, mini computer and/or network operating systems, as well as data management, telecommunication, system performance, capacity management, and utility software.

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

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

To install computer peripheral, network, and telecommunications hardware and software as well as diagnose and correct malfunctions involving hardware, software and cabling.

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, mini computer, network, or telecommunications operating systems.

To attend training sessions to keep abreast of new or improved software and procedures and, under supervision, to conduct training sessions for other programming and technical staff members.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: A working knowledge of the principles, practices, methods and techniques of hardware and software management in the area of specialization, and of operational and system capabilities and intricacies; a working knowledge of the methods and procedures of system installation, modification, performance, operational and capacity management in the designated mainframe, mini computer, network, and/or telecommunications hardware and software environments; the ability to install and maintain mainframe, mini computer and network operating systems data management, telecommunication, system performance, capacity management, and utility management software; the ability to design, code, test and debug specialized software related to area of specialization; a thorough knowledge of systems programming and systems analysis; a working knowledge of the personal computer and related peripheral equipment; the ability to

provide technical support in designated areas of computer systems, network and telecommunications operations; the ability to utilize diagnostic programs and equipment to identify and isolate hardware and software problems; 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 courses in Computer Science in the specialty area; and

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

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

Class Revised: April 27, 1997

Editorial Review: 3/15/03