

TITLE OF GROUP OF CLASS	TECHNICAL SUPPORT SPECIALIST III		
TITLE OF CLASSES IN GROUP		Class Code	EO
	(DOS/MVS)	02790901	B
	(UNIX NETWORK)	02790902	B
	(TELECOMMUNICATIONS)	02790903	B
	(OS 400 NETWORK)	02790904	C
		Pay Grade:	35A

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for planning, organizing, supervising, and reviewing the work of a small technical support staff engage in providing systems management, network management, and/or telecommunications management within a designated technical specialty including the diagnosis of operating system and hardware malfunctions; and to do related work as required.

SUPERVISION RECEIVED: Works under the general direction of a superior with considerable 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: Plans, organizes, supervises and reviews the work of a subordinate technical staff and others assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for planning, organizing, supervising, and reviewing the work of a small technical support staff engaged in providing systems management, network management, and/or telecommunications management within a designated technical specialty including the diagnosis of operating system and hardware malfunctions.

To be responsible for the installation and maintenance of the mainframe, mini computer and/or network operating systems, as well as data 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 to operations and applications staff within other specialty areas.

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

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

To be responsible for providing guidance and direction to subordinate technical staff members on problems of a unique or complex nature.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: A working knowledge of the principles, practices, methods 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 specialty area and the ability to apply such knowledge in diagnosing various technical problems causing system interruptions and malfunctions; a working knowledge of the personal computer and the ability to utilize it in the specified environment; the ability to plan, organize and supervise the work of subordinate technical staff members; the ability to plan and conduct training sessions designed to educate technical, operations and applications staff members regarding new hardware, software and procedures; 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; and

Experience: Such as may have been gained through: employment in a position involving planning, supervising and reviewing the work of a technical staff engaged in providing technical support services 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: April 27, 1997

Editorial Review: 3/15/03