INFORMATION TECHNOLOGY SYSTEM SPECIALIST 2
Abolished Effective June 1, 2005

<u>Definition:</u> In support of information systems and users, performs standard installation, troubleshooting, problem solving or consultation work under spot check supervision.

<u>Distinguishing Characteristics:</u> This is the professional working level. Under spot check supervision, incumbents apply consulting, troubleshooting and problem solving skills to address standard problems and issues that arise or may serve as part of a problem solving team. Technical skills and understanding of the environment are growing and incumbents are developing a working knowledge of their client's business. When addressing standard problems and issues, decision making authority is limited to choice of established methods or procedures. Within guidelines, incumbents organize, prioritize and implement work activities. Guidance is provided in new or unusual situations. Complex problems are referred to a higher level. Work is periodically reviewed to verify compliance with policies, procedures and standards

Incumbents typically perform the level of work described below a majority of the time. The work described below is not intended to be all inclusive but representative of the level of duties/responsibilities carried out by this job class:

> Documents work flow, assists customers in defining needs/requirements and prioritizing needs; analyzes customers' service and equipment needs; processes acquisition orders and service orders; coordinates significant installations, moves, and changes; identifies, tracks, and takes action to resolve problems; trains clients;

> Installs system components or hardware and software with moderate decision-making or pre-determined methods and only moderate risk to equipment or software (such as installing a router or cross connecting circuits instead of installing whole systems); reviews vendor documentation for an office; creates processing environments (e.g. test, demo, production) for an office; independently does small scale or incidental cable installation; administers software licensing;

Operates advanced diagnostic tools ((such as: communication protocol test equipment (ATM, IP, ISDN, SNA, Packet Analyzers), analog/digital transmission test equipment (O-scopes, Multi-functional test units, crc, frame slip, loop test, loss/gain, etc.) for transmission systems or Omegamon, Resolve, OPS/MVS, system traces, system dumps, etc. for mainframe)) to identify problems and reports information to journey level staff for analysis;

Takes trouble reports from end user customers, identifies and resolves standard technical problems;

Assigned pieces of projects in support of the project lead;

Serves as a resource to users by advising on how to use systems, hardware, software, and programs;

Writes specifications and develops reports;

Researches product information;

Sets-up system access for end users; monitors reports, billings, and activity logs for security breaches; Creates and supports operation of test environments for hardware and/or software;

Sets up and delivers one-on-one supportive training for users; explains features and functionality; provides supportive training for users on use of systems, productivity software, and applications;

Review systems logs & messages, runs simple tests (such as trace routing) on hardware/software; carries out simple analysis and uses pre-determined methods and/or moderate decision making to resolve moderate risk problems;

Monitors system; makes recommendations for performance tuning; coordinates additional memory installation or reallocates memory.

Minimum Qualifications

A Bachelor's degree including 9 semester or 15 quarter hours of computer science courses and one year of experience analyzing, installing and/or maintaining computer software applications, hardware, or telecommunications or network infra-structure equipment or providing customer or technical support in information technology.

OR

An Associate's degree or completion of an accredited vocational training program in an information technology or related program and two years of experience analyzing, installing, and/or maintaining computer software applications, hardware, or telecommunications or network infra-structure equipment or providing customer or technical support in information technology.

<div align="center">OR</div>

One year as an Information Technology Systems Specialist 1 or equivalent.

Experience analyzing, designing, installing and/or maintaining computer software applications, hardware, telecommunications, or network infra-structure equipment or providing customer or technical support in information technology will substitute for education on the basis of one year of experience for two years of education.

A Master's degree will substitute for one year of the required experience except for the specified Information Technology Systems Specialist 1 requirement.

New class: effective 7-1-99' replaces CIC 1 03570; DCT 4 03770; Network Analyst 1 08980; Telecomm Sys Spec 3 03272