

HIGHER EDUCATION PERSONNEL

Specification for Class

Class Code: 2406

INFORMATION TECHNOLOGY SYSTEMS SPECIALIST II

Abolished Effective June 1, 2005

BASIC FUNCTION

In support of information systems and users, perform standard information technology systems specialist work such as testing, installing, maintaining, and supporting client applications, hardware and software products, network infrastructure equipment, or telecommunications software or hardware.

DISTINGUISHING CHARACTERISTICS

Under general supervision, follow established methods to consult, troubleshoot, and solve standard customer service, equipment, and technical problems on computers, telecommunication software and hardware or client/server applications such as: analyzing customer service and equipment needs; processing equipment and service orders; coordinating installations, moves, and changes; responding to and resolving trouble reports from users; writing specifications and developing reports; conducting software and system operation instruction for users; or serving as part of a problem solving team addressing more complex issues. The majority of tasks are limited in scope and impact individuals or small groups. Complex problems are referred to a higher level.

TYPICAL WORK

Analyze customer service and equipment needs for client applications, hardware and software products, network infrastructure equipment, or telecommunications software or hardware;

Process equipment and service orders; coordinate installations, moves, and changes;

Install system hardware and software; perform standard maintenance, preventive maintenance, modification, testing and debugging; test and adjust to appropriate standards;

Maintain the following systems: backup, batch queuing, directory maintenance, capacity and resource management, and printing;

Review system logs and messages, and run tests using hardware and software diagnostic tools such as network analyzing equipment and operating system diagnostics to identify and resolve or refer problems to other staff for analysis;

Respond to trouble reports from users and identify and resolve problems; perform component-level diagnostics to determine need for replacement; identify and replace faulty components to board level; calibrate and/or test for proper operation;

Advise on the use of systems, hardware, and software; research product information;

Monitor, review, and analyze reports, billings, documents, and activity logs;

Write specifications and develop reports; create and support operation of test environments for hardware and/or software; develop tools such as elementary job control scripts, program parameters and program subroutines;

Conduct software and system operation instruction for users;

Monitor system; make recommendations for performance tuning; coordinate memory installation or reallocate memory;

Perform the duties of Information Technology Systems Specialist I;

Perform related duties as required.

MINIMUM QUALIFICATIONS

Three years of information technology experience such as analyzing, designing, installing and/or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment or providing customer or technical support in information technology

OR

One year of experience as an Information Technology Systems Specialist I

OR

equivalent education/experience.

New Class: 1/1/2002