

HIGHER EDUCATION PERSONNEL

Specification for Class

Class Code: 2407

INFORMATION TECHNOLOGY SYSTEMS SPECIALIST III

Abolished Effective June 1, 2005

BASIC FUNCTION

Independently consult, and perform information technology systems specialist work such as designing, acquiring, installing, maintaining, and troubleshooting on client applications, hardware and software products, network infrastructure equipment, or telecommunications infrastructure, software or hardware.

DISTINGUISHING CHARACTERISTICS

Under general direction, independently design, acquire, install, maintain, troubleshoot, and provide consultation for system, application, project, telecommunication, or operational needs in an assigned area of responsibility. Use established work methods and innovative approaches to complete assignments and coordinate projects such as conducting needs assessments and evaluating products; creating installation plans; independently installing and configuring hardware/software; working with vendors to resolve problems; analyzing and correcting network malfunctions; instructing users; serving as a Lead; or serving as a technical mentor to lower-level staff. The majority of assignments and projects are moderate in size and impact internal or satellite operations, multiple users, or more than one group. Consult with higher-level staff and/or vendors to resolve complex problems.

TYPICAL WORK

Conduct needs assessment and evaluate products and computing and/or telecommunication technologies that may be applied to a unit's requirements; document work flow, assist clients in defining and prioritizing requirements; analyze service and equipment needs of customers; provide information to clients on the capabilities and limitations of available hardware or software systems;

Analyze and correct network malfunctions; assist users in ordering and installing data communication equipment; replace faulty hardware modules in network equipment;

Create installation plans; independently install and configure hardware/software; customize off-the-shelf applications; coordinate work with and/or oversees vendors responsible for installing hardware/software or telecommunication equipment and systems; create and support processing environments (e.g. test, demo, production); orient users and manage software licenses;

Work with vendors to resolve problems; identify and implement code changes, and monitor service agreements;

Use advanced hardware and software diagnostic tools such as network analyzing equipment and operating system diagnostics to identify problems and either resolve or refer to other staff for analysis;

Monitor and enhance operating environments to ensure optimal performance; apply software patches and write command procedures and programs to eliminate operating errors; maintain, modify, install, test, and debug system-level software such as operating systems, device drivers, memory managers, and communications software;

Integrate acquisition needs with business plan for customer's unit;

Assess training needs, determine training approach, develop course materials and instruct users and computer support staff; consult on desktop productivity tools/software;

Implement security policies and standards;

Consult and resolve problems that cannot be solved by other computer support staff;

Serve as a client advocate and liaison with information technology support units and vendors;

Conduct trend analyses; set up monitoring tools; review systems logs and messages; investigate performance problems; conduct customer service surveys; make recommendations for system enhancements;

May lead others or serve as a technical mentor to lower-level staff;

Perform the duties of Information Technology Systems Specialist II;

Perform related duties as required.

MINIMUM QUALIFICATIONS

Four 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 as an Information Technology Systems Specialist II

OR

equivalent education/experience.

New Class: 1/1/2002