

Water Authority Position Description

SYSTEMS SUPPORT SPECIALIST I

| Status | Position Code | Level | Date |
|----------|---------------|-------|----------|
| APPROVED | SSS1 | I24 | Mar 2017 |

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

PROVIDE ROUTINE OPERATION AND MAINTENANCE SUPPORT TO USERS OF AUTOMATED SYSTEMS WATER AUTHORITY-WIDE, TROUBLE SHOOT AND RESOLVE ROUTINE INFORMATION TECHNOLOGY ISSUES. PERFORM A VARIETY OF ROUTINE TECHNICAL TASKS RELATIVE TO ASSIGNED AREA OF RESPONSIBILITY.

MIN EDUCATION & EXPERIENCE REQ

ASSOCIATE'S DEGREE FROM ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSE WORK IN INFORMATION SYSTEMS, COMPUTER SCIENCE OR A RELATED FIELD, PLUS TWO (2) YEARS OF EXPERIENCE MAINTAINING AND TROUBLESHOOTING PC'S OR MAINFRAME COMPUTER SYSTEMS.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
A+ CERTIFICATION PREFERRED
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

SUPERVISION RECEIVED/EXERCISED

RECEIVES DIRECTION FROM LEAD OR HIGHER LEVEL MANAGEMENT STAFF.

ESSENTIAL FUNCTIONS

1. PROVIDE FIRST LEVEL SUPPORT WATER AUTHORITY-WIDE IN THE RESOLUTION OF PROBLEMS WITH OFFICE AUTOMATION PRODUCTS AND THE WATER AUTHORITY'S PRODUCTION SYSTEMS.
2. SET UP NEW USER ACCOUNTS AND IDS WITH THE APPROPRIATE ACCESS TO WATER AUTHORITY SYSTEMS.
3. RESET PASSWORDS ON USER ACCOUNTS, AS NEEDED.
4. SUPPORT AND MAINTAIN USER ACCOUNT INFORMATION INCLUDING RIGHTS, SECURITY AND SYSTEMS GROUPS.
5. ENFORCE SECURITY GUIDELINES CONCERNING COMPUTER ACCESS, COMPUTER CONNECTIVITY, CONTROLLED DATA, PASSWORD EXPIRATION AND PROTECTION OF WATER AUTHORITY COMPUTER RESOURCES.
6. ASSIST USERS WITH LOG-IN PROCEDURES ON MULTIPLE WATER AUTHORITY PLATFORMS, PASSWORD CHANGES, DESKTOP APPLICATION QUESTIONS, PRINTER PROBLEMS AND NETWORK ISSUES. ASSIST IN THE OPERATION AND MAINTENANCE OF COMPUTER EQUIPMENT; RESPOND TO USER COMPLAINTS AND INQUIRES. REFER USERS TO HIGHER LEVEL ASSISTANCE AS APPROPRIATE.
7. LOG PROBLEM AND SERVICE CALLS RECEIVED FROM THE USERS OF WATER AUTHORITY PRODUCTION SYSTEMS.
8. TROUBLE SHOOT EQUIPMENT AND SOFTWARE PROBLEMS TO ENSURE FUNCTIONAL OPERATION. DIAGNOSE AND RESOLVE PC-RELATED PROBLEMS USING AUTOMATED TOOLS (E.G., REMOTE CONTROL SOFTWARE).
9. BACK-UP, RESTORE AND DOWNLOAD DATA AND SOFTWARE TO VARIOUS COMPUTER SYSTEMS, AS NEEDED.
10. COORDINATE AND INSTALL CARDS, DRIVES, MEMORY AND SOFTWARE INTO STANDALONE OR NETWORK-CONNECTED PERSONAL COMPUTERS AT CLIENT WORK LOCATIONS.
11. PREPARE WORKFLOW CHARTS AND DIAGRAMS TO SPECIFY IN DETAIL HOW COMPUTER HARDWARE AND NETWORK EQUIPMENT ARE RELATED.
12. MAINTAIN COMPUTER HARDWARE FOR WATER UTILITY'S EMPLOYEE BADGING AND CARD KEY SYSTEMS.
13. FOLLOW ESTABLISHED QUALITY METHODS AND PROCEDURES. ENSURES THAT PRODUCTS AND SYSTEMS ARE IN COMPLIANCE WITH ESTABLISHED QUALITY STANDARDS AND MEET CUSTOMER REQUIREMENTS.
14. APPLY IT-ASSET TAGS TO ALL COMPUTER HARDWARE, INCLUDING PC'S, LAPTOPS, SERVERS, TABLETS, PRINTERS, PROJECTORS, CONCENTRATORS, LOAD BALANCERS, AND NETWORK SWITCHES.
15. KEEP IT-ASSET MANAGEMENT SYSTEM UPDATED WITH LOCATION, SERIAL NUMBERS AND CURRENT SPECS OF ALL COMPUTER HARDWARE, INCLUDING PC'S, LAPTOPS, SERVERS, TABLETS, PRINTERS, PROJECTORS, CONCENTRATORS, LOAD BALANCERS, AND NETWORK SWITCHES.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF INFORMATION SYSTEMS.
2. MAY BE REQUIRED TO PROVIDE 24X7 ON-CALL SUPPORT.
3. CROSS TRAIN IN OTHER AREAS TO GAIN A BETTER UNDERSTANDING OF THE TECHNICAL FUNCTIONS PERFORMED.
4. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

IT PRINCIPLES, METHODS AND PRACTICES IN OFFICE AUTOMATION PRODUCTS AND MULTIPLE COMPUTER OPERATING SYSTEM ENVIRONMENTS INCLUDING WINDOWS XP, WINDOWS 7, WINDOWS MOBILE, MAC OS 10 AND APPLE IOS4.2.
GENERAL OPERATIONAL CHARACTERISTICS OF COMPUTER EQUIPMENT WHICH MAY INCLUDE PERSONAL COMPUTERS, MAINFRAME COMPUTERS, PERIPHERAL EQUIPMENT, LASER PRINTERS, PLOTTERS, FAX MACHINES, COPIERS, SCANNERS, PROJECTORS, SMARTBOARDS, SMARTPHONES, BROADBAND MODEMS AND TABLETS AND RELATED EQUIPMENT
METHODS AND TECHNIQUES USED IN TROUBLE SHOOTING VARIOUS COMPUTER APPLICATION PROBLEMS
IT SECURITY PRINCIPLES, METHODS, PROCEDURES AND TOOLS
PRINCIPLES AND PRACTICES OF CUSTOMER SERVICE AND CUSTOMER SUPPORT
PERSONAL COMPUTER OPERATING SYSTEMS INSTALLATION AND CONFIGURATION PROCEDURES

PREFERRED SKILL/ABILITY

PERFORM ROUTINE AND RECURRING PERSONAL COMPUTER TROUBLESHOOTING AND RESOLVE BASIC AUTOMATED INFORMATION SYSTEMS PROBLEMS
INSTALL, CONFIGURE, MAINTAIN AND USE PERSONAL COMPUTER OPERATING SYSTEMS COMPONENTS
INSTALL UPDATES AND FIXES TO EXISTING PERSONAL COMPUTER PROGRAMS
WORK EFFECTIVELY IN AND SUPPORT MULTIPLE COMPUTING ENVIRONMENTS
MONITOR MULTIPLE SYSTEMS AND NETWORK ACTIVITIES AND REPORT PROBLEM AREAS
DOCUMENT AND MAINTAIN ACCURATE RECORDS ON USER CALLS AND PROBLEM RESOLUTIONS
OPERATE, TROUBLESHOOT AND MAINTAIN A VARIETY OF OFFICE AUTOMATION PRODUCTS
USE INTERNET CLIENTS, SUCH AS BROWSERS, TO LOCATE AND DOWNLOAD SOFTWARE AND INFORMATION FROM THE INTERNET AND WORLDWIDE WEB, AS NEEDED

ASSIST USERS IN DEFINING AND DOCUMENTING PROBLEMS OR REQUESTS FOR SERVICES
PROVIDE EFFICIENT AND EFFECTIVE USER SERVICE
REPORT, RESPOND TO, AND RESOLVE CUSTOMER REQUESTS AND INQUIRIES
MAINTAIN INFORMATION SYSTEMS SECURITY AND ENFORCE SECURITY ACCESS
STANDARDS
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
DEFINE PROBLEMS, COLLECT DATA, ESTABLISH FACTS, DRAW VALID CONCLUSIONS
AND PREPARE APPROPRIATE REPORTS
MANAGE CUSTOMER RELATIONS AND EXPECTATIONS
DETECT, ISOLATE AND RESOLVE INFORMATION SYSTEM PROBLEMS
UNDERSTAND AND FOLLOW ORAL AND WRITTEN INSTRUCTIONS
WORK EFFECTIVELY WITH MODERATE SUPERVISION

WORKING CONDITIONS

OFFICE AND COMPUTER ROOM ENVIRONMENT; PROLONGED EXPOSURE TO COMPUTER
SCREENS. WILL BE REQUIRED TO WORK AT MULTIPLE WORK SITES; EXPOSURE TO
INCLEMENT WEATHER

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED
DUTIES AND RESPONSIBILITIES SUCH AS: SITTING FOR PROLONGED PERIODS OF
TIME; EXTENSIVE USE OF COMPUTER KEYBOARD AND COMPUTER DISPLAYS, MAY
REQUIRE MAINTAINING PHYSICAL CONDITION NECESSARY FOR LIFTING EQUIPMENT
WEIGHING UP TO 50 POUNDS.
MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR
MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND
OPERATING ASSIGNED EQUIPMENT.