

Water Authority Position Description

SYSTEMS SUPPORT SPECIALIST II

Status	Position Code	Level	Date
APPROVED	SSS2	I25	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

PERFORM COMPLEX AND CHALLENGING INSTALLATION, MODIFICATION AND REPAIR OF HARDWARE AND SOFTWARE SYSTEMS AND RESOLVE THE MAJORITY OF PC-RELATED PROBLEM CALLS WITHOUT ASSISTANCE. TRAIN OTHER EMPLOYEES ON THE PC-RELATED FUNCTIONS, PROBLEMS AND CORRECTIONS.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSEWORK IN INFORMATION SYSTEMS, COMPUTER SCIENCE OR A RELATED FIELD, PLUS TWO (2) YEARS OF EXPERIENCE MAINTAINING AND TROUBLESHOOTING PCS, OFFICE AUTOMATION PRODUCTS 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 GENERAL DIRECTION FROM HIGHER LEVEL MANAGEMENT STAFF.

MAY EXERCISE FUNCTIONAL AND TECHNICAL SUPERVISION OVER LOWER LEVEL SUPPORT INFORMATION SYSTEMS STAFF.

MAY SERVE AS PROJECT TECHNICAL LEAD.

ESSENTIAL FUNCTIONS

1. PROVIDE COMPLEX AND TECHNICAL SUPPORT WATER AUTHORITY-WIDE IN THE RESOLUTION OF PROBLEMS WITH OFFICE AUTOMATION PRODUCTS, PCS, HANDHELD DEVICES, PRINTERS AND OTHER PC-RELATED EQUIPMENT.
2. PROVIDE TECHNICAL SUPPORT AND ASSISTANCE TO TECHNICAL STAFF AND USERS IN THE SETTING UP AND INSTALLATION OF PC HARDWARE, SUPPORTED APPLICATIONS SOFTWARE, HANDHELD AND OTHER PERIPHERAL DEVICES.
3. EVALUATE, TEST, IMPLEMENT AND SUPPORT NEW PERSONAL COMPUTERS, HAND-HELD DEVICES, PERIPHERAL EQUIPMENT, OPERATING SYSTEMS AND APPLICATION SOFTWARE SOLUTIONS.
4. VERIFY COMPUTER HARDWARE AND SOFTWARE PURCHASE REQUESTS COMPLY WITH WATER AUTHORITY STANDARDS. ABIDE BY AND ENFORCE COPYRIGHT LAWS AND WATER AUTHORITY POLICIES.
5. MAINTAIN, MONITOR AND REPORT ON THE WATER AUTHORITY-WIDE INVENTORY OF PCS AND RELATED EQUIPMENT AND SOFTWARE LICENSES USING AUTOMATED TOOLS.
6. CREATE REPORTS RELATED TO PROBLEM AND SERVICE CALLS RECEIVED FROM THE USERS OF WATER AUTHORITY PRODUCTION SYSTEMS.
7. SUPPORT THE BULK PURCHASE, CONFIGURATION AND INSTALLATION OF PCS FOR DIVISIONS WATER AUTHORITY-WIDE.
8. COORDINATE WITH VENDORS TO CONFIGURE NEW OR UPGRADED PCS WITH THE APPROPRIATE IMAGES AND CONFIGURATIONS FOLLOWING WATER AUTHORITY POLICIES AND STANDARDS.
9. MONITOR THE AVAILABILITY OF SPARE PERSONAL COMPUTER EQUIPMENT FOR LOAN TO OTHER DIVISIONS.
10. SUPPORT EQUIPMENT AND SOFTWARE CONFIGURATION MANAGEMENT.
11. SET UP NEW USER ACCOUNTS AND IDS WITH THE APPROPRIATE ACCESS TO WATER AUTHORITY SYSTEMS. RESET PASSWORDS ON USER ACCOUNTS, AS NEEDED.
12. SUPPORT AND MAINTAIN USER ACCOUNT INFORMATION INCLUDING RIGHTS, SECURITY AND SYSTEMS GROUPS.
13. ENFORCE SECURITY GUIDELINES CONCERNING COMPUTER ACCESS, COMPUTER CONNECTIVITY, CONTROLLED DATA, PASSWORD EXPIRATION AND PROTECTION OF WATER AUTHORITY COMPUTER RESOURCES.
14. 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.

15. LOG PROBLEM AND SERVICE CALLS RECEIVED FROM THE USERS OF WATER AUTHORITY PRODUCTION SYSTEMS.
16. TROUBLE SHOOT EQUIPMENT AND SOFTWARE PROBLEMS TO ENSURE FUNCTIONAL OPERATION. DIAGNOSE AND RESOLVE PC-RELATED PROBLEMS USING AUTOMATED TOOLS (E.G., REMOTE CONTROL SOFTWARE).
17. BACK-UP, RESTORE AND DOWNLOAD DATA AND SOFTWARE TO VARIOUS COMPUTER SYSTEMS, AS NEEDED.
18. COORDINATE AND INSTALL CARDS, DRIVES, MEMORY AND SOFTWARE INTO STANDALONE OR NETWORK-CONNECTED PERSONAL COMPUTERS AT CLIENT WORK LOCATIONS.
19. PREPARE WORKFLOW CHARTS AND DIAGRAMS TO SPECIFY IN DETAIL HOW COMPUTER HARDWARE AND NETWORK EQUIPMENT ARE RELATED.
20. MAINTAIN COMPUTER HARDWARE FOR WATER UTILITY'S EMPLOYEE BADGING AND CARD KEY SYSTEMS.
21. FOLLOW ESTABLISHED QUALITY METHODS AND PROCEDURES. ENSURES THAT PRODUCTS AND SYSTEMS ARE IN COMPLIANCE WITH ESTABLISHED QUALITY STANDARDS AND MEET CUSTOMER REQUIREMENTS.
22. APPLY IT-ASSET TAGS TO ALL COMPUTER HARDWARE, INCLUDING PC'S, LAPTOPS, SERVERS, TABLETS, PRINTERS, PROJECTORS, CONCENTRATORS, LOAD BALANCERS, AND NETWORK SWITCHES.
23. 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

OPERATIONAL CHARACTERISTICS OF VARIOUS OFFICE AUTOMATION PRODUCTS AND MULTIPLE COMPUTER OPERATING SYSTEM ENVIRONMENTS

GENERAL OPERATIONAL CHARACTERISTICS OF COMPUTER EQUIPMENT INCLUDING PERSONAL COMPUTERS, MAINFRAME COMPUTERS, PERIPHERAL EQUIPMENT, LASER PRINTERS AND RELATED EQUIPMENT

PRINCIPLES AND PROCEDURES OF RECORD KEEPING AND HARDWARE/SOFTWARE INVENTORY MANAGEMENT

PRINCIPLES OF BASIC REPORT PREPARATION

COST-BENEFIT ANALYSIS PRINCIPLES AND METHODS

COMPUTER FORENSICS PRINCIPLES

ADVANCED METHODS AND TECHNIQUES USED IN MAINTAINING INFORMATION SYSTEM SECURITY

ADVANCED METHODS AND TECHNIQUES USED IN TROUBLE SHOOTING VARIOUS COMPUTER APPLICATION PROBLEMS

BASIC UNDERSTANDING OF CLOUD STORAGE CONCEPTS AND SECURITY

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
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE
CONTACTED IN THE COURSE OF WORK TO INCLUDE USERS, TECHNICAL SPECIALISTS
AND CO-WORKERS
MAINTAIN EFFECTIVE AUDIO/VISUAL DISCRIMINATION AND PERCEPTION TO THE
DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES
UNDERSTAND AND FOLLOW ORAL AND WRITTEN INSTRUCTIONS
WORK EFFECTIVELY WITH MODERATE SUPERVISION
INDEPENDENTLY RESOLVE MODERATELY DIFFICULT/COMPLEX FIRST AND SECOND LEVEL
PERSONAL COMPUTER SUPPORT ISSUES
CONDUCT RESEARCH TO EFFECTIVELY SOLVE NEW PC SOFTWARE AND HARDWARE
CONFLICTS AND ERRORS
PERFORM COST-BENEFIT ANALYSES
WORK EFFECTIVELY WITHOUT SUPERVISION
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

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.