

# Water Authority Position Description

## SYSTEMS SUPPORT SPECIALIST III

Status	Position Code	Level	Date
APPROVED	SSS3	I26	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

RESPONSIBLE FOR WATER AUTHORITY-WIDE PC MANAGEMENT. PERFORM THE MOST COMPLEX INSTALLATION, MODIFICATION AND REPAIR TO HARDWARE AND SOFTWARE SYSTEMS FOR MULTIPLE DIVISIONS. MAY PROVIDE ASSISTANCE IN THE IMPLEMENTATION AND SUPPORT OF SERVERS AND RELATED EQUIPMENT/APPLICATIONS.

### MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSE WORK IN INFORMATION SYSTEMS, COMPUTER SCIENCE OR A RELATED FIELD, PLUS THREE (3) YEARS OF EXPERIENCE IN THE OPERATION AND TROUBLESHOOTING OF PC'S, AUTOMATED INFORMATION SYSTEMS AND ASSOCIATED COMPUTER APPLICATIONS.

### ADDITIONAL REQUIREMENTS

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

### SUPERVISION RECEIVED/EXERCISED

RECEIVES GENERAL DIRECTION FROM HIGHER LEVEL MANAGEMENT STAFF.  
 MAY SUPERVISE SUPPORT STAFF.  
 MAY SERVE AS PROJECT LEAD.

### ESSENTIAL FUNCTIONS

1. INDEPENDENTLY DIAGNOSE AND RESOLVE THE MOST DIFFICULT PERSONAL COMPUTER PROBLEMS.
2. PERFORM BACK UP PROCEDURES FOR ASSIGNED COMPUTER FILES. COORDINATE RESTORATION AND RETRIEVAL OF FILES AS NEEDED. MAINTAIN ALL FILES IN AN ACCURATE AND EFFICIENT MANNER.
3. DEVELOP, TEST, IMPLEMENT AND SUPPORT WATER AUTHORITY-WIDE PERSONAL COMPUTER MANAGEMENT AUTOMATED POLICIES.
4. SETUP AND MAINTAIN SYSTEMS FOR THE CENTRAL CONTROL AND MANAGEMENT OF PERSONAL COMPUTER OPERATING SYSTEMS, APPLICATIONS AND PRINTERS. TEST AND INSTALL PC IMAGES USING AUTOMATED TOOLS.
5. PROPOSE, INTERPRET AND ENFORCE SECURITY GUIDELINES CONCERNING COMPUTER ACCESS, COMPUTER CONNECTIVITY, CONTROLLED DATA, PASSWORD EXPIRATION AND PROTECTION OF WATER AUTHORITY COMPUTER RESOURCES.
6. DEVELOP, FOLLOW AND ENFORCE EFFECTIVE CONFIGURATION MANAGEMENT PROCEDURES.
7. DEFINE, TEST AND IMPLEMENT PC MANAGEMENT GROUPS, MEMBERS AND CAPABILITIES WATER AUTHORITY-WIDE TO ENSURE USERS HAVE THE APPROPRIATE LEVEL OF COMPUTER ACCESS AND CAPABILITIES.
8. COORDINATE WITH VENDORS TO CONFIGURE NEW OR UPGRADED PCS WITH THE WATER AUTHORITY STANDARD IMAGE AND APPROPRIATE CONFIGURATIONS.
9. ASSIST SYSTEM PROGRAMMERS IN THE IMPLEMENTATION AND SUPPORT OF SERVERS AND OTHER RELATED HARDWARE/SOFTWARE.
10. PROVIDE TECHNICAL SUPPORT AND ASSISTANCE TO TECHNICAL STAFF AND USERS IN THE SETTING UP AND INSTALLATION OF PC HARDWARE, SUPPORTED APPLICATIONS SOFTWARE, AND HANDHELD AND OTHER PERIPHERAL DEVICES.
11. EVALUATE, TEST, IMPLEMENT AND SUPPORT NEW PERSONAL COMPUTERS, HAND-HELD DEVICES, PERIPHERAL EQUIPMENT, OPERATING SYSTEMS AND APPLICATION SOFTWARE SOLUTIONS.
12. VERIFY COMPUTER HARDWARE AND SOFTWARE PURCHASE REQUESTS COMPLY WITH WATER AUTHORITY STANDARDS.
13. MAINTAIN, MONITOR AND REPORT ON THE WATER AUTHORITY-WIDE INVENTORY OF PCS AND RELATED EQUIPMENT AND SOFTWARE LICENSES USING AUTOMATED TOOLS.
14. CREATE REPORTS RELATED TO PROBLEM AND SERVICE CALLS RECEIVED FROM THE USERS OF WATER AUTHORITY PRODUCTION SYSTEMS. MONITOR THE AVAILABILITY OF SPARE PERSONAL COMPUTER EQUIPMENT FOR LOAN TO OTHER DIVISIONS.

15. SUPPORT THE BULK PURCHASE, CONFIGURATION AND INSTALLATION OF PCS FOR DIVISIONS WATER AUTHORITY-WIDE. WORK WITH VENDORS TO RESOLVE HARDWARE AND SOFTWARE PROBLEMS.

16. COORDINATE WITH VENDORS TO CONFIGURE NEW OR UPGRADED PCS WITH THE APPROPRIATE IMAGES AND CONFIGURATIONS FOLLOWING WATER AUTHORITY POLICIES AND STANDARDS.

17. SUPPORT EQUIPMENT AND SOFTWARE CONFIGURATION MANAGEMENT. ABIDE BY AND ENFORCE COPYRIGHT LAWS AND WATER AUTHORITY POLICIES.

18. PARTICIPATE IN THE EMPLOYEE INTERVIEW/SELECTION PROCESS. TRAIN, EVALUATE AND COMMUNICATE WITH ASSIGNED STAFF. PROVIDE OR COORDINATE TRAINING. WORK WITH EMPLOYEES TO CORRECT DEFICIENCIES. IMPLEMENT DISCIPLINE AS NEEDED.

19. DEVELOP AND IMPLEMENT CHANGE CONTROL PLANS FOR BOTH PRODUCTION AND SECONDARY SYSTEMS.

20. WORK CLOSELY WITH BOTH APPLICATIONS AND DATABASE GROUPS TO ENSURE CURRENT AND FUTURE OPERATIONAL HEALTH OF SYSTEMS.

#### **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.

5. PERFORM COMPLEX, TECHNICAL, MANAGEMENT OR ADMINISTRATIVE TASKS REPORTING TO SYSTEMS MANAGER AS NEEDED.

#### **PREFERRED KNOWLEDGE**

ADVANCED OPERATIONAL CHARACTERISTICS OF COMPUTER EQUIPMENT INCLUDING PERSONAL COMPUTERS, PERIPHERAL EQUIPMENT, LASER PRINTERS MAINFRAME COMPUTERS, AND RELATED EQUIPMENT  
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 IOS 4.2.  
METHODS AND TECHNIQUES USED IN TROUBLE SHOOTING VARIOUS COMPUTER APPLICATION PROBLEMS  
IT SECURITY PRINCIPLES, METHODS, PROCEDURES AND TOOLS  
OPERATIONAL CHARACTERISTICS OF VARIOUS OFFICE AUTOMATION PRODUCTS AND MULTIPLE COMPUTER OPERATING SYSTEM ENVIRONMENTS  
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  
PRINCIPLES AND METHODS FOR INTEGRATING INFORMATION SYSTEM COMPONENTS

GENERAL OPERATIONAL CHARACTERISTICS OF SERVERS AND RELATED EQUIPMENT  
METHODS AND TECHNIQUES OF PROJECT MANAGEMENT  
GATHERING BUSINESS REQUIREMENTS TO ACHIEVE BUSINESS OBJECTIVES  
DEVELOPMENT AND SUPPORT OF PRIMARY, SECONDARY, DOWNTOWN, AND SURFACE WATER SERVER LOCATIONS  
KNOWLEDGE AND EXPERIENCE IN WINDOWS SERVER 2003, STANDARD AND ENTERPRISE, 32 AND 64 BIT SYSTEMS, WINDOWS SERVER 2008, STANDARD ENTERPRISE AND DATACENTER, 32 AND 64 BIT SYSTEMS, NOVELL NETWARE 6.5, SUN SOLARIS 9 AND 10, WINDOWS 7 AND XP, BOTH 32 BIT AND 64 BIT, MAC OS 10, APPLE IOS 4.2, VERIZON VZACCESS MANAGER, NETAPP DATAON TAP, EMC LEGATO NETWORKER, SUN ILOM, IBM SERVER GUIDE, CISCO WAS MOBILE  
ABILITY TO UNDERSTAND AND CONFIGURE ALL RAID LEVELS  
EXPERIENCE WITH MAINTAINING AREAS OF DATA STORAGE INCLUDING SAN, NAS, VOLUME, LUN AND CLOUD  
KNOWLEDGE AND EXPERIENCE USING MICROSOFT HYPER-V  
ABILITY TO CREATE VIRTUAL SERVERS IN BOTH A UNIX AND WINDOWS ENVIRONMENT

METHODS AND TECHNIQUES USED IN ADMINISTERING A VIRTUAL SERVER AND PC ENVIRONMENT  
KNOWLEDGE AND EXPERIENCE ADMINISTERING A MICROSOFT ACTIVE DIRECTORY (AD) INFRASTRUCTURE  
CREATING AND MAINTAINING MICROSOFT ACTIVE DIRECTORY POLICIES FOR BOTH GROUPS AND INDIVIDUALS  
KNOWLEDGE OF MICROSOFT SYSTEM CENTER MANAGEMENT SUITE

**PREFERRED SKILL/ABILITY**

INDEPENDENTLY DIAGNOSE AND RESOLVE THE MOST DIFFICULT PC-RELATED PROBLEMS  
PROPOSE, INTERPRET AND ENFORCE DIVISION POLICIES AND PROCEDURES,  
INCLUDING SECURITY POLICIES  
LEAD, ORGANIZE AND REVIEW THE WORK OF STAFF  
PROVIDE TECHNICAL LEADERSHIP ON GROUP PROJECTS  
MONITOR AND MAINTAIN ACCEPTABLE LEVELS OF DESKTOP PLATFORM PERFORMANCE  
AND RELIABILITY  
EVALUATE, TEST, IMPLEMENT AND SUPPORT NEW COMPUTER SYSTEMS AND EMERGING  
TECHNOLOGIES  
RECOMMEND HARDWARE AND SOFTWARE REPLACEMENTS AND UPGRADES TO MEET CURRENT  
AND FUTURE REQUIREMENTS.  
MAKE DECISIONS AND RECOMMENDATIONS THAT SIGNIFICANTLY INFLUENCE IMPORTANT  
IT POLICIES  
WORK INDEPENDENTLY IN THE ABSENCE OF SUPERVISION  
WORK EFFECTIVELY IN AND SUPPORT MULTIPLE COMPUTING ENVIRONMENTS  
MONITOR MULTIPLE SYSTEMS AND NETWORK ACTIVITIES AND REPORT PROBLEM AREAS  
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  
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  
UNDERSTAND AND FOLLOW ORAL AND WRITTEN INSTRUCTIONS  
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.