SYSTEMS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the City Treasurer, the incumbent is the primary technology administrator for the citywide area network and is responsible for directing various operations including: developing processing standards, coordinating implementation; establishing methods, procedures and controls to assure efficient use of the city-wide computer system. This position supervises the staff of the Management Information Systems Office.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Plans, organizes and controls work activities of subordinate staff;
- Assigns and reviews department staff;
- Maintains work standards and provides on-the-job training;
- Provides technical guidance and assistance;
- Develops and enforces software methods and performance standards and policies;
- Confers with department heads regarding new applications and uses, information needs, operation problems and service requirements;
- Reviews requests for additional computer services and determines impact on current and planned resources;
- Develops procedures and schedules for the efficient flow of work;
- Evaluates new hardware and software technology for applicability to user requirements;
- Performs integrated testing of new or revised programs;
- Performs end user support for all workstations and servers (such as Windows NT/95/ 98);
- Trouble-shoots and repairs hardware and/or software network related problems;
- Performs operating system upgrades;
- Installs and upgrades all PC hardware and application software on the City's system;
- Reconfigures the servers;
- Manages the daily backup of all network applications using 4mm DAT tape and backup exec software
- Performs various wiring functions utilizing Category 5 and Ethernet technology for the various network outlets as well as all twinaxial wiring for Windows NT workstations and AS400 devices on network;
- Specs out all orders for new equipment to be used on the Windows NT Network;
- Performs the following on the AS400 system: configures terminals and printers, checks daily backup, does full system backups, performs operating system upgrades, creates output queues, and performs file conversions;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Good knowledge of systems analysis and design;
- Good knowledge of the components, operation, maintenance and repair of network equipment;
- Good knowledge of network administration;
- Good knowledge of Microsoft products, technical computer protocol and internet protocol, internet products, e-mail products, hardware repair and virus scanning products;
- Good knowledge in the use and operation of computers and related peripheral equipment;
- Good knowledge of data communications and basic electronics terminology;
- Good knowledge of computer software;
- Good knowledge of standard communications protocols;
- Good knowledge of the principles and practices of office management;
- Good knowledge of the principles and practices of public or business administration;
- Ability to perform supervisory responsibilities – researching, purchasing equipment and software, managing coworkers, organizing and leading projects, and prioritizing workload;
- Ability to effectively communicate issues and resolutions to all levels of the organization;
- Ability to communicate with outside vendors on equipment and related problems;
- Ability to maintain confidentiality with sensitive and internal information;
- Ability to think logically;
- Ability to assign and review the work of others;
- Ability to communicate clearly, both orally and in writing;
- Ability to understand and carry out written and oral directions;
- Ability to lift and move equipment and supplies (moderately heavy);
- Good judgment;
- Initiative;
- Resourcefulness;
- Reliability;
- Excellent organizational skills;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

    A) Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree or higher in Computer Information Systems or related field

and five (5) years of experience in computer operations which shall have included two (2) years in a supervisory position; **OR**

B) Graduation from high school or possession of a high school equivalency diploma and seven (7) years of experience in computer operations which shall have included two (2) years in a supervisory position; **OR**

C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

*** Special Note: Successful completion of computer certification programs/courses may be substituted for education at the discretion of the Municipal Civil Service Commission. (i.e. A+ Certification training may be substituted for 6 months experience.)