STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Senior Computer Support Specialist **Class Code: 10717**
Pay Grade: GI

A. Purpose:

Provides advanced computer and network support activities and directs projects to ensure computer networks and clients' computers are functional and performing efficiently.

B. Distinguishing Feature:

The <u>Senior Computer Support Specialist</u> possesses an in-depth understanding of hardware and software support and a proficient understanding of LAN administration and resolution of network operating problems, and researches and resolves non-documented hardware, software, and LAN problems.
The <u>Computer Support Specialist</u> has an overall understanding of computer hardware, peripherals, devices and software applications to independently install, maintain, and trouble-shoot hardware/software and resolve most client and system problems.
The <u>Computer Support Analyst</u> provides network support, planning, and implementation and conducts proactive LAN monitoring and advanced troubleshooting of LAN problems.

C. Functions:
(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Provides software technical support to ensure efficient computer operations.
    a. Determines and resolves compatibility issues with software and hardware.
    b. Sets up print queues.
    c. Researches and resolves advanced software problems with macros, formulas, and reports in the standard software.

2. Develops and documents workstation installation configurations.

3. Provides network technical support to ensure effective operations.
    a. Diagnoses and solves local area network problems.
    b. Operates network monitoring tools.
    c. Detects wide area network problems.
    d. Configures hubs and routers with assistance.

4. Provides network planning and installation to ensure projects are effectively carried out.
    a. Recommends purchase of hardware and software on an area-wide basis.
    b. Sets up, installs, and configures network servers.
    c. Installs/configures network server operating system.
    d. Sets up backup/restore jobs and procedures on workstations and servers.
    e. Uses network monitoring tools to assist in determining when there is a WAN problem.
    f. Monitors dial-up access.

5. Provides expertise and leadership for the team to ensure unusual problems are resolved and technical research is carried out.
    a. Determines project rollout for an area or building.
    b. Serves as a knowledge base/resource for the team leader.

c. Configures, tests, and documents non-standard software and hardware.
   d. Provides input on improving standard software documentation.
   e. Researches and resolves non-documented hardware, software and LAN problems.

6. Provides help desk expertise to effectively carry out help desk functions.
   a. Provides assistance with computer network support and network administration via network monitoring tools.
   b. Assists with the administration of tracking system software including installation, maintenance, and report generation.
   c. Provides expertise with non-standard hardware, software, and peripherals.

6. Performs other work as assigned.

D. Reporting Relationships:

Typically reports to a Program Manager and directed by a Computer Support Team Leader. Does not supervise, but provides training, work direction, and technical expertise to other staff.

E. Challenges and Problems:

Challenged to efficiently plan and prepare for the integration of new or upgraded network technology. This involves collecting and analyzing a variety of network components that may be impacted by the introduction of new or improved technology. A further challenge is to maintain a technically proficient knowledge of a diverse range of hardware, software, and network developments.

Typical problems resolved include implementing new or upgraded hardware and software; diagnosing network problems; determining network configurations, lay-out, and compatibility's; and balancing the technical needs of the network with the agency's daily needs.

F. Decision-making Authority:

Decisions made include determining what hardware and software is needed to implement an installation or upgrade; the type and the amount of support necessary to satisfy an agency or client request; and the design, configuration, and layout of computer networks.

Decisions referred include scheduling conflicts with agencies, final approval of installation dates, priorities based on budget restraints, and final approval of network planning strategies, policies, and standards.

G. Contact with Others:

Daily contact with clients to answer questions, solve problems, coordinate and schedule projects; and occasional contact with vendors to resolve problems.

H. Working Conditions:

Typical office environment. Installations and repairs may require working in cramped or confined spaces, lifting heavy equipment, and exposure to electrical hazards.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- computer science principles,
- network administration,
- design, installation, compatibility, connectivity, and operating system principles.

Ability to:
- diagnose and resolve network problems,
- research new technologies,
- plan and implement projects,
- establish and maintain effective working relationships,
- communicate effectively with others.