

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Computer Support Analyst

Class Code: 10719

Pay Grade: GJ

A. Purpose:

Provides support to computer network infrastructures and equipment and serves as a network technical expert to ensure computer and network support activities are effectively carried out.

B. Distinguishing Feature:

The Senior Computer Support Specialist 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 Computer Support Analyst provides network support, planning, and implementation and conducts proactive LAN monitoring and advanced troubleshooting of LAN problems.

The Computer Support Team Leader is assigned to a geographic location and directs a team of computer support staff.

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 advanced software and hardware technical support to develop and maintain computer operations.
 - a. Evaluates and tests new standard and non-standard software and hardware in a production environment.
 - b. Provides technical advice and support on problems unresolved at a lower level.
2. Performs advanced local area network (LAN) technical support and management to ensure effective network operation.
 - a. Determines components to be replaced.
 - b. Pro-actively works with network configuration to improve efficiency.
 - c. Uses monitoring tools to detect and counter potential problems.
 - d. Monitors network servers and print queues.
 - e. Performs advanced troubleshooting of region or area-wide LAN problems.
 - f. Coordinates with WAN staff to isolate and resolve problems.
3. Performs network planning, design, and installation to ensure effective network development.
 - a. Provides recommendations on changes to network configurations.
 - b. Provides information on what hardware and software needs to be purchased.
 - c. Works with the integration team to test and implement local area network infrastructure changes.
4. Performs project management and research/development functions to ensure projects are carried out effectively.
 - a. Works with agency contact, BIT point of contact, or vendor to determine requirements for implementing projects.
 - b. Develops projects to implement local area network improvements.

- c. Participates on cross-boundary BIT project teams.
 - d. Develops or refines processes to optimize and improve network operation.
 - e. Researches options for solutions to problems.
5. Provides advanced help desk expertise and leadership to effectively carry out help desk functions.
 - a. Administers tracking system software including installation, maintenance, report generation and controls backend database functions.
 - b. Tests new implementations of software on LAN, WAN, and outside the state network.
 - c. Recommends policies and procedures within the help desk and tracking system.
 5. 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 work direction, training, and expertise to other staff.

E. Challenges and Problems:

Challenged to proactively monitor network operations and make recommendations to improve operations or head off problems before they occur.

Typical problems resolved include configuration problems and network efficiency issues.

F. Decision-making Authority:

Decisions made include recommending changes that need to be made to networks to improve efficiency, determining where problems can occur in the network and having a solution to the problem, determining when new equipment is needed or how to repair existing equipment.

Decisions referred include final approval of fiscal expenditures and final approval of project implementation plans.

G. Contact with Others:

Daily contact with agencies to resolve network and computer issues; and frequent contact with other areas of BIT to work on network infrastructure or other projects.

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 network protocols, topologies, and infrastructures,
- network monitoring tools,
- computer hardware and software.

Ability to:

- analyze network operations and inefficiencies,

- recommend pro-active solutions to problems,
- communicate effectively with a wide variety of clients and technical staff,
- evaluate new hardware/software,
- provide work direction and expertise to others.