



STATE OF SOUTH DAKOTA
CLASSIFICATION SPECIFICATION

Support Services Series

In this series:

| Classification | Class Code | Pay Grade | Civil Service | FLSA |
|--|-------------------|------------------|----------------------|-------------|
| <u>Support Services Technician</u> | 808102 | IT 2 | Covered | Non-exempt |
| <u>Support Services Analyst</u> | 808104 | IT 4 | Covered | Non-exempt |
| <u>Support Services Professional</u> | 808106 | IT 6 | Covered | Exempt |
| <u>Support Services Architect</u> | 808107 | IT 7 | Exempt | Exempt |

Purpose of Series

This series captures the breadth and depth of responsibilities and work that provides support of state computers, hardware, software, networks, and other technologies used by state employees, contractors, consultants, vendors, third-party providers and others as required.



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| Support Services Technician | 808102 | IT 2 | Covered | Non-exempt |

Role Description

Under general supervision, this entry-level position typically provides support to end users of state technology resources requiring problem-solving in one or more agencies, functions or processes in the network, client support, application support or related domains.

Example Functions

- Answering questions or resolving computer problems for clients in person, via telephone, or electronically.
- Collaborating with colleagues and clients to help with and improve day to day activities.
- Communicating directly with clients on issues that affect them such as exchange outages and platform changes.
- Logging request information related to support of software, systems, hardware, procedures, required reference manuals, or others as assigned.
- Ensuring standards are adhered to while supporting users and systems.
- Escalating client issues to multiple teams as necessary while providing follow-ups, updates and resolutions.

Requisite Knowledge, Skills, and Experiences

- Understands state IT Security standards and incorporates that knowledge in the support process.
- Interpersonal and customer service skills in assisting and responding to questions from users of state information technology and communications systems.
- Knowledge of industry standards such as ITIL (information technology infrastructure library), ITSM (information technology service management), COBIT (control objectives for information and related technology), and HDI (help desk institute).



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| Support Services Analyst | 808104 | IT 4 | Covered | Non-exempt |

Role Description

Under Administrative Supervision applies depth of knowledge and skill in complex and varied work situations with limited need for direction ensuring users are timely notified of issues or problems. Ensures standardized and effective communication.

Example Functions

- Deciding whether to generate a ticket for issues that will require a visit to the user's workstation.
- Assessing needs for system configuration changes based on support request trends and recommending actions to management for review.
- Correcting communications, hardware, and/or software operational errors.
- Evaluating and providing recommendations for communication networks such as local area networks (LAN), wide area networks (WAN), cloud systems, servers, communication (VOIP, Analog) and radio communications networks, end user equipment, programming, and software.
- Installing, documenting, and reviewing systems using application software.
- Maintaining infrastructure to ensure networks operate correctly with minimal interruption.
- Monitoring service level agreements and key performance indicators.
- Participating in tests of new software before final implementation.
- Performing root cause analysis (RCA) and reviewing support requests to understand trends and issues.

Requisite Knowledge, Skills, and Experiences

- Understanding of state agency business processes to facilitate support involving multiple platforms, communication end user devices, and operating systems
- In depth knowledge and understanding of systems development life cycle (SDLC) management concepts. Software architecture including client/host, local, SAAS, and similar application deployments.
- Broad understanding and knowledge of IT Project Management methodologies such as cost-benefit analysis, decision analysis.



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| Support Services Professional | 808106 | IT 6 | Covered | Exempt |

Role Description

The Support Services Professional (platform engineer) performs work without guidance, applying advanced knowledge and skills to improve daily operations as well as in difficult or novel work situations. Demonstrates operational technical leadership, influence, and expertise. Mentors members of technical teams and advises architects and technical teams on technical operations and efficiencies.

Example Functions

- Assisting agency management with compiling, projecting, and managing support services budget requirements and related vendor relationships and contracts.
- Analyze and identify service level agreements and key performance indicators to increase operation solutions
- Provides high-level technical planning with platform design and functional analysis.
- Collects and provides feedback on platform capabilities and limitations.
- Oversee the team's design, development, and execution of standard and non-standard operations and operational reporting.
- Researches and evaluates hardware and software solutions to issues and challenges, and opportunities for IT services.
- Designing, implementing, monitoring, and reporting on security standards for the support services team
- Provide technical guidance and oversight for the team's training, cross-training, and mentoring for the assigned platform(s).

Requisite Knowledge, Skills, and Experiences

- Understanding of state agency business processes to facilitate support involving multiple platforms, communication end user devices, and operating systems
- Maintains knowledge of how assigned platform(s) are interdependent with other platforms
- Understands other technical standards that the state is required to be compliant with. Leverages knowledge to continually review/refine/improve support processes and procedures. Works with management to review and improve policies.
- Expert understanding and application of industry standards and best practices including but not limited to ITIL, COBIT, and HDI.



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| Support Services Architect | 808107 | IT 7 | Exempt | Exempt |

Role Description

Performs work without guidance and applies advanced knowledge and skills in complex, difficult, or novel work situations. Support Services Architects demonstrate strategic technical leadership, influence, and expertise that drive the state's support services in various technologies. Incumbents advise management and executive level staff on governance and policy. Support Services Architects may have extensive decision-making authority and direct the most critical/complex projects.

Example Functions

- Identifying trends in issue reporting and devising preventive solutions.
- Analyzing new hardware, software and communication systems for potential changes to support services processes.
- Assisting agency management with compiling, projecting, and managing support services budget requirements and related vendor relationships and contracts.
- Completing regular reports for management including trend analysis, support service level agreements, key performance indicators, etc.
- Consulting with other system and development architects to understand technical details of each system.
- Designing, implementing, monitoring and reporting on security standards for the support services team.
- Ensuring all technical systems, support documentation, knowledgebase articles and technical processes and procedures are accurately documented, reviewed, and available for audit purposes.
- Maintaining technical systems and processes for tracking, responding, and resolving requests from users.
- Mentoring other help desk personnel on hardware and software problem analysis and resolution
- Reviewing root cause analysis and trend analysis with teams to identify, categorize and resolve end user requests.

Requisite Knowledge, Skills, and Experiences

- Expert understanding and application of industry standards and best practices including but not limited to ITIL, COBIT, and HDI.
- Understands other technical standards that the state is required to be compliant with. Leverages knowledge to continually review/refine/improve support processes and procedures. Works with management to review and improve policies.
- Understands technical details of all systems to ensure security is maintained at the highest possible level. Is a member of the Security Incident Response team.