

SYSTEMS SUPPORT ANALYSTDEFINITION

Under general supervision, serves as primary contact between a department's staff and IS staff in support of Enterprise systems and end-user workstations. Supervises and coordinates support activities, including microcomputer support staff and tasking to other support units.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Supervises Help Desk, including service functions and staff, in support of Enterprise Systems and end-user workstations. Enterprise systems include Payroll, Financial, Municipal Utility System, Business License, Fleet Management, Risk Management, jail, computer-aided dispatch, case management, intranet, etc. Serves as interface between department staff and the service units of the Information Services (IS) Division or a department IS section regarding ongoing use of systems. Serves as initial interface for problem reporting. Coordinates and reviews problem reports with appropriate IS staff. Configures, installs, tests, troubleshoots, analyzes and upgrades network equipment, services and software. Reviews network status and performance. Performs capacity planning and management tasks. Provides overall network planning. Ensures department information technology stays within Citywide standards. Assists Systems Manager in the preparation of general work schedules and priorities; assigns, supervises, coordinates and reviews work of principal subordinates and resolves problems arising from work in progress. Monitors and assess quality of support and repair services. Institutes work process improvement to resolve quality issues and improve service delivery. Prepares purchase requisitions for required parts, software, and services in support of IS support staff. Prepares and coordinates agreements with outside vendors for specialized services and supplies of parts. Interacts with vendors on warranty and services agreements. Prepares inputs on support requirements for the City budget process. Keeps informed of software needs and availability from manufacturers; assists in the evaluation of software releases for applicability; assists in scheduling and controlling the day-to-day activities of support section including computer operation, data control and data entry; trains or supervises the training of subordinate personnel; performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASSIFICATION

This is a single position supervisory classification in the Information Services Division or a department IS section. It differs from the Programmer/Analyst classes in that these classes are responsible to prepare/test and implement programs. The class also differs from Computer Operations Coordinator in that the later class supervises and coordinates mainframe operations while this class is primarily concerned with end users workstations and servers.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

Successful performers combine strong interpersonal skills with the ability to identify and resolve problems through strong organizational skills. They adjust easily, are able to handle pressure in a demanding and stressful environment, and make complex decisions with less than full information. They enjoy working independently with substantial discretion in decision making, or as members or leaders of a problem-solving team.

RECOMMENDED MINIMUM QUALIFICATIONS

Education and experience equivalent to graduation from an accredited four-year college or university with a degree in computer science, public or business administration, or related field including or supplemented by completion of coursework in computer programming or system design, and five years of related experience installing, configuring and supporting Windows operating systems and office suites; related experience as a network administrator in a WAN/LAN environment. Responsibility for a functional WAN/LAN meeting the 7x24 needs of an organization is desirable. Experience must include support of large multi-user enterprise business systems in a multi-site environment and supervision of staff in a Help Desk setting.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Micro computers, personal computers, mainframe interface and communications, systems analysis and current business microcomputer operating systems and software; principles of WAN/LAN design and network-hosted applications; data transmission protocols; utilization of network monitoring and analysis tools; terminal server design and administration.

Ability to: analyze and solve a variety of user information needs or technical problems within limited timeframes; prioritize complex technical issues and service requests; exercise good judgment in decision-making; establish and maintain effective work relationships with both technical staff, non technical users vendors and the public.

SPECIAL REQUIREMENTS

Must have a valid California Class C Driver's license, be able to observe visual displays and directly respond to audio warning indicators, and be able to lift and transport loads up to 40 pounds at the time of appointment.

Class title established per Council Resolution No. 99-023,
effective 7-1-99

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