

SYSTEMS SUPPORT ADMINISTRATOR**NATURE OF WORK IN THIS CLASS:**

This is administrative and technical data processing work involved in planning and directing the technical systems support activities and programs of the central data processing center under the Department of Administration.

The employee in this class supervises employees engaged in systems programming, standards and methods development and administration, systems evaluation and management, and technical library support services.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties that may be performed; any one position may not include all the duties listed.)

Plans and directs the work of systems programmers, standards controller, teleprocessing network coordinator, engaged in systems support work activities.

Directs the design, programming and maintenance of specialized computer software used in support of application and control systems.

Directs the analysis of vendor-supplied software and determination of optimum configuration for interfaces between hardware and applications systems.

Controls the modifications or enhancements of software to ensure minimum impact on current production and systems under development.

Ensures the provision of adequate and responsible level of technical support to the planning, systems development, and operational activities of the data processing center.

Establishes general schedules and priorities for systems programming, standards administration, and other support projects.

Estimates resource requirements and costs for developing specialized software.

Develops, implements and enforces standards for design, implementation and use of software.

Evaluates performance of software and systems programs and initiates or recommends actions for improvements.

Determines cost/benefit alternatives for various configurations of operating software and recommends appropriate action.

Plans and makes work assignments; establishes work priorities and time frames for completion of work; evaluates performance of subordinates and recommends appropriate personnel actions; identifies and implements and/or recommends training programs for subordinates; effects minor disciplinary measures, such as reprimands, counseling, and recommends disciplinary action in more serious cases.

Evaluates program effectiveness and recommends/implements changes in work procedures, organization, operations to enhance effectiveness.

Maintains records and prepares reports.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of the functions and capabilities of automatic data processing.

Knowledge of the systems programming field.

Knowledge of general techniques for analysis of system software requirements.

Knowledge of techniques for evaluation of computer systems and network.

Knowledge of management principles.

Ability to plan and administer systems support programs and activities.

Ability to supervise the work of others.

Ability to analyze, evaluate and make recommendations on what system software and equipment configuration are most appropriate.

Ability to interpret, apply and make work decisions in accordance with pertinent laws, regulations, and other program guidelines.

Ability to communicate effectively, orally and in writing.

Ability to work effectively with employees and the public.

Ability to prepare reports and maintain records.

Skill in the evaluation of computer equipment and system software.

MINIMUM EXPERIENCE AND TRAINING:

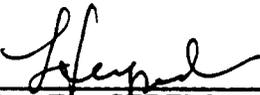
a) Three years of experience in the computer field involving data processing systems support work, and graduation from a recognized college or university with a Bachelor's degree in a computer related field; or

b) Two years of experience in computer-related occupations, such as programming, systems analysis, computer operations; three years of experience involving computer systems support work; and graduation from a recognized college or university with a Bachelor's degree; or

c) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

Established: December, 1986

Pay Range: 48



L. F. CEPEDA
Acting Executive Director
Civil Service Commission