

### Class Concept

Positions in this class provide support for IT services which may include distributed platforms, mainframe and network. Those services include monitoring distributed platforms, mainframe, storage, and networks for alerts and failures and responding to those situations immediately. In this capacity, they troubleshoot the issues, make repairs and support vendors in diagnosing, and rectifying problems. Responsible for deploying management software to servers and configuring the servers based on customer requirements which are specified. They assist management in ensuring all aspects of issues and deployments are properly and sufficiently documented.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Thorough knowledge of job specific operating systems and a working knowledge of other operating systems and the deployment options available.
- Working knowledge of troubleshooting tools available and the ability to use them in performing in depth troubleshooting methods without assistance.
- Working knowledge of hardware/devices active in responsible environment.
- Working knowledge of problem escalation but may need assistance in escalating process.
- Working knowledge of all security procedures and processes necessary in performing tasks.
- Ability to assist in developing standards and/or procedures to provide for operational efficiency and to prevent problems.
- Ability to document and submit recommendations to existing standards and procedures to either enhance or correct methods to improve quality and efficiency.
- Ability to understand and relate underlying issues relevant to current problem, document and take necessary action to correct current issues and to document and recommend solutions to prevent future occurrences.
- Ability to assist management on a regular basis in establishing work standards, standard processes and references.
- Ability to build on-going partnerships with customers (internal/external), support teams and vendors.

#### Minimum Education and Experience

Bachelor's degree in computer science, computer information systems, computer science engineering or a closely related degree from an appropriately accredited institution; or

Bachelor's degree from an appropriately accredited institution and one year of experience in operations/systems work or closely related area; or

Associate degree in computer information technology, computer engineering technology or networking technology from an appropriately accredited institution and one year of experience in operations/systems work or closely related area; or an equivalent combination of education and experience.