

Class Concept

This is technical work in the development, installation, modification and maintenance of specialized and complex systems, software, various layered products, and third-party software. Role may include writing code in lower-level programming languages to optimize the performance and efficiency of an organization's IT platform/infrastructure. Position is responsible for configuring, customizing, diagnosing, and enhancing vendor systems software (e.g., operating systems software and utilities that manage access to peripherals, facilitate networking, manage memory allocation, manage file storage on hard drives, etc.). Position also may involve writing diagnostic programs to test integrated software/hardware systems and resolve system faults. Work involves monitoring and fine-tuning systems software, debugging and resolving technically complex problems, and planning and managing projects for new releases and versions of software. Work involves assisting analysts, programmers, and users on complex applications for the purpose of providing compatibility with existing systems software and for providing systems software design and modification as required.

Recruitment Standards

Knowledge, Skills, and Abilities

- Through knowledge of the technical aspects related to the functions and capabilities of computer systems, related operating software, third-party products, and associated hardware.
- Thorough knowledge of the operating systems and their interrelationships and functionality.
- Thorough knowledge of computer programming languages and techniques.
- Ability to analyze software bugs and make corrective action or recommend alternatives.
- Thorough knowledge of communications and connectivity of computer systems and associated software.
- Ability to establish and maintain effective working relationships with other staff and vendor software specialists.
- Ability to modify complex operating software programming and make modifications.

Minimum Education and Experience

Bachelor's degree in computer science or an IT related field or a closely related field from an appropriately accredited institution and three years of progressive experience in systems software programming; or

Associate degree in computer science or an IT related field or a closely related field from an appropriately accredited institution and four years of progressive experience in systems software programming; or an equivalent combination of education and experience.