City of Phoenix

INFORMATION TECHNOLOGY SYSTEMS SPECIALIST

JOB CODE 09560

Effective Date: 04/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide technical system hardware and software support to computer system development, use and/ or maintenance and to solve, or cause the vendor to solve, technical systems software problems. Incumbents are responsible for installing and maintaining operating and security systems software, and for designing new, or modifying existing, technical software to meet production support requirements. The IT Systems Specialist assists in the formulation and preparation of computer programs used for systems performance measurement and security; participates in the quality assurance review of all new systems development activity; assists other staff in the identification and solution of technical systems software problems; and administers security for all IT-supported applications on mainframe and mini-computer systems. An incumbent in this class works under the general supervision of a Lead Technical Systems Specialist or Supervisor. The IT Systems Specialist is distinguished from the Senior IT Systems Specialist by the types of projects assigned and the independence with which work is performed.

ESSENTIAL FUNCTIONS:

- Designs, modifies, installs, and maintains operating and security systems software and related equipment to provide efficient, accurate utilization and minimum downtime;
- Identifies and solves system operating problems;
- Analyzes and diagnoses problems related to the operating systems and develops effective solutions;
- Provides technical assistance to staff;
- Installs and customizes upgrades to systems software;
- Prepares and presents formal and informal instruction to personnel;
- Writes clear, complete and accurate reports from analysis of research or investigation;
- Evaluates the feasibility of modifications to, or replacement of, hardware.
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Hardware and technical software operations for a medium to large scale computer installation.
- Job submission and output criteria and how to debug systems to prevent or resolve errors or malfunctions.
- Data access control techniques and procedures.
- Machine capabilities and procedures for their effective utilization.
- Resource access control facility (RACF).

Ability to:

- Communicate orally with customers, clients or the public in face-to-face one-on-one settings, in group settings, or using a telephone.
- Analyze systems and procedures accurately and logically and implement improvements.
- Operate a variety of standard office equipment requiring continuous or repetitive arm-hand movements such as a calculator or computer keyboard.
- Communicate clearly and concisely, both orally and in writing, on both technical and nontechnical matters.
- Comprehend and make inferences from written materials in the English language.
- Remain in a sitting position for extended periods.
- Produce written documents with clearly organized thoughts using proper English sentence construction, punctuation and grammar.
- Establish and maintain effective working relationships by working cooperatively with others.
- Enter data or information into a terminal, PC or other keyboard device.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

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Three years of responsible experience in technical systems software (i.e., data base management telecommunications and operating systems). Other combinations of experience and education that meet the minimum requirements may be substituted.