

**MAJOR FUNCTION**

This is advanced technical work assisting in evaluating, implementing, and maintaining computer system software; and designing, developing, and implementing a Citywide data communications network. Work is performed under the general supervision of the Senior Technical Support Analyst and is reviewed through conferences and written reports for achievement of desired objectives.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Participates in the analysis and implementation of system software. Assists the Senior Technical Support Analyst in advising the Information System Services staff on efficient uses of system software. Monitors and analyzes system performance, and documents problems. Assists in selecting, evaluating, and implementing system hardware. Reviews system software, and helps develop recommendations concerning acquisition and implementation of such software. Assists in the planning, scheduling, and implementation of the Citywide data communications network and applications. Assists in the development, organization, and maintenance of a functional operating system for data communications users. Maintains a current knowledge of communications terminals, modems, data phone lines, and equipment. Provides assistance to achieve maximum efficiency of the overall data communications network. Helps develop training for the Information System Services staff on the concepts and characteristics of the data communications network and systems software, and assists in keeping the staff informed of changes in requirements. Performs related work as required.

**Other Important Duties**

Assumes supervisory role in the absence of the Senior Technical Support Analyst. Assists lower technical support analyst in the performance of their duties as necessary. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of data communications techniques and equipment, computer software, operating functions, and programming activities. Ability to work effectively with other technical personnel involved in the developing and implementing systems software and the evaluation and installation of hardware. Ability to keep oneself informed of developments in the data communications field. Ability to conduct independent research and define results. Ability to communicate effectively, both orally and in writing. Highly developed skills in the use of microcomputers and the associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a bachelor's degree in data processing, information systems, computer science, or a related field and two years experience that includes computer systems analysis and/or programming, one year of which must include technical experience in systems software or data communications; or an equivalent combination of training and experience.

**Necessary Special Requirement**

Must possess a valid Class E State driver's license at the time of appointment.

Revised: 10-30-85  
01-18-90  
02-10-95  
04-13-04\*  
02-19-10\*