

IT SYSTEMS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is a professional level position with responsibility for the installation, maintenance and relocation of servers and associated peripheral equipment. Duties also include management of the physical environment, configuration and administration of physical and virtual server complexes, including installation of all server operating systems and support software. Considerable contact and interaction with County departments, officials and staff is involved. Work is performed under direct supervision of the Director of IT/GIS. Supervision may be exercised over technical and clerical support staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Installs, implements, maintains and supports hardware, software and network infrastructure devices for servers, storage systems and virtual server hosts, including assembly, configuration and transport, in accordance with established procedures and best practices;

Deploys and maintains server-related security, antivirus servers, backup services, wireless network with multiple SSIDs, etc., in accordance with established procedures and instructions;

Coordinates server configuration and allocation of server resources, including storage systems and data storage capacity, to ensure that application and data needs of users and user departments are met;

Coordinates and performs periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;

May modify, update or replace internal equipment parts as required to prepare servers and associated equipment for installation;

Handles user calls and emails for maintenance, service, repairs or other computer system related problems, and provides resolutions to problems;

Participates in determining departmental standards and procedures for installation, security and maintenance of servers and storage systems;

Analyzes and diagnoses failures to determine whether they are caused by software or hardware;

Develops and prepares server documentation, specifications, standards, instructions and user manuals as needed;

Notifies appropriate staff of software failures and provides computer diagnostics;

Moves and lifts heavy server equipment for set-up, installation, repair, de-installation, or maintenance;

Maintains operating records and prepares operating reports;

Works with contract and vendor supplied personnel engaged in the installation, maintenance and repair of server software and hardware, as necessary;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Performs related activities as required.

IT SYSTEMS SPECIALIST (cont'd)

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of components, operation, maintenance and repair of server equipment; good knowledge of virtual server concepts, configuration and maintenance procedures; good knowledge of server installation, security and maintenance procedures; good knowledge of data communications and basic electronics terminology; good knowledge of server communications and management software; skill and dexterity in the use of tools; ability to think logically; ability to plan and direct the work of others; ability to comprehend complex technical materials and understand complex wiring diagrams; ability to communicate effectively; ability to express ideas clearly and effectively, both orally and in writing; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships; ability to see all colors of wire for connection purposes; physical ability to move equipment and supplies.

MINIMUM QUALIFICATIONS: Either

- a) Bachelor's degree in computer science, information technology, or a closely related field, which must have included hands-on experience with server installation, operation, maintenance and problem-diagnosis, as well as extensive technical experience operating systems, programs and tools, and languages including SQL, Java and C++; or
- b) Bachelor's or Associate's degree, or sixty (60) college credits, in any field, and three (3) years of work experience as delineated above; or
- c) Graduation from high school or possession of a comparable diploma and six (6) years of experience as delineated above; or
- d) An equivalent combination of training and experience, as indicated above.

SUBSTITUTION NOTE: Post-secondary level education may be substituted for one (1) year of the required experience indicated above on the basis of thirty (30) college credits per year of experience.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT:

Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment.

PREFERRED BUT NOT REQUIRED:

1. Certification as Cisco Certified Network Associate (CCNA) or higher;
2. Certification as Microsoft Certified Solutions Expert (MCSE) or higher;
3. Experience involving supervision of others.