CLASS TITLE: SYSTEMS TECHNICIAN II

PURPOSE OF THE CLASSIFICATION: Under general supervision provides routine first-tier technical support to end users with PC, phone, server or mainframe application problems, including activation of computer hardware and software applications and other related assigned duties**.**

ESSENTIAL TASKS:
- Provides technical support to end users via the telephone or from a remote location, serving as single point of contact (SPOC) for routine technology-related problems
- Identifies, evaluates, researches and resolves and/or refers technical computing hardware and software issues, network and other telecommunications systems issues, documenting, tracking and monitoring problems to ensure prioritization resolution
- Monitors, identifies and escalates critical problems and system outages requiring urgent attention
- Sets up end user access to low and medium security hardware systems and software applications
- Performs routine Service Desk incident management system software administration duties
- Manages trouble calls and work flows, utilizing monitoring applications to track and resolve problems with various remote control tools
- Documents problems, assignments, status and resolutions in Service Desk incident management system
- Acts as liaison between end users, technical support personnel and vendors for IT purchasing concerns, technical information, maintenance and repair service needs until problem resolved
- Researches available hardware and software system documentation to ensure accurate and appropriate assignment of problems requiring second and third-tier support
- Provides training, documentation and self-help materials on personal computers and a wide variety of software applications for end users
- Must report to work on a regular and timely basis
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:
Training and Experience: Graduation from an accredited college or university with an associate's degree in computer science or sixty (60) college hours towards a degree in computer science or other related fields; and two (2) years of computer support experience troubleshooting issues via the phone; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. **Candidates must have no felony arrests or convictions, nor a history of multiple misdemeanor arrests/convictions. In conformance with federal rules and legal mandates, candidates must undergo a background investigation, including fingerprints. Should the candidate be selected and accept conditional employment, failure to pass the background investigation will result in termination.**

Knowledge, Abilities and Skills: Good knowledge of network/computer operating systems; good knowledge of data communications networking concepts, methods and techniques, including computer interfacing; good knowledge in state-of-the-art data processing and communications equipment and applications; good knowledge of the methods and techniques used in systems analysis and related maintenance procedures; good knowledge of data processing systems and equipment; and good knowledge of PCs, LANs, peripheral equipment and applications. Must possess the ability to work independently and to recognize, evaluate and solve system and software maintenance problems; ability to express and handle oneself in a calm demeanor during chaotic situations; ability to articulate technical problems in layman terminology; ability to facilitate Information Technology training to staff and end users; ability to exercise discretion and professionalism in handling confidential information; and the ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization and the public in giving and receiving information.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to 50 pounds with occasional pushing and pulling up to 60

pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling, crawling, handling, climbing and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

<u>Licenses and Certificates:</u> Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 3531
EEO Code: N-03
Pay Code: IT-28

Group: Clerical and Administrative
Series: Data Processing and Information Services

Effective date: April 30, 2018