Job Code: 456.1

Job Title: **SYSTEMS SUPPORT ANALYST I**

Pay Grade: 16

GENERAL SUMMARY:

Analyzes operational procedures to devise most efficient methods of maintaining the data center. Under moderate supervision, maintains one or more operating systems software packages.

RESPONSIBILITIES:

• Supports users and computer operations in activities related to the operation of the data center.

• Installs and maintains software on a mainframe computer system.

• Supports application programmers and analysts on the usage of hardware and software in a large multi-user environment.

• Serves as a mediator in resolving problems between programmers and computer operations to reconcile differences related to operating systems software problems or operational procedures.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree in Business, Computer Science, Engineering, Mathematics, Economics or a closely related field.

EXPERIENCE:
One year of experience in data communications analysis and design, programming systems design and maintenance, operating systems software support, or a closely related field is required. Directly related experience may be substituted for the education requirement on a year-for-year basis.

COMPLEXITY:
Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:
Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

SPECIFICATIONS: (Continued)

SUPERVISION EXERCISED: (Continued)

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with professionals and supervisors. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

External Contacts:
Level of external contact is primarily with lower-level service representative and vendors. Interaction involves routine information exchange and/or simple service activity which requires common courtesy; e.g., directing calls, and answering simple questions.

PHYSICAL EFFORT:
The position is physically comfortable, the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:
There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY:
Systems Support Analyst I
Systems Support Analyst II
Systems Support Analyst III
Systems Support Analyst IV

Effective: October 1990
Revised: October 1992