



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 456.2

Job Title: **SYSTEMS SUPPORT ANALYST II**

Pay Grade: 19

GENERAL SUMMARY:

Under moderate supervision, maintains one or more operating systems software packages. Acts as liaison between user and computer operations in handling activities necessary to the operations of the data center. Analyzes operational procedures to devise more efficient methods of maintaining the data center.

RESPONSIBILITIES:

- Installs and maintains software products.
- Gathers and organizes information on problems or procedures including present operating procedures.
- Assists users in determining specialized computer needs and/or computer capacity needed.
- Assists in analyzing telecommunications problems relating to hardware and utility software in a mainframe environment.
- Assists in implementing and maintaining software and providing consultation service to the various systems personnel.
- Assists in resolving problems between programming and computer operations related to systems software and/or operational procedures.
- Supports application programmers and analysts on the usage of available resources in hardware and software.
- Reports on systems administration and utilization.
- Responsible for installation of programs that will enhance or monitor any subsystem of the operating system.

SPECIFICATIONS:

KNOWLEDGE:

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

EXPERIENCE:

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

SPECIFICATIONS: (Continued)

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. 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.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

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