



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 456.3

Job Title: **SYSTEMS SUPPORT ANALYST III**

Pay Grade: 22

GENERAL SUMMARY:

Under limited supervision, maintains one or more operating system products. Provides assistance in supervising personnel in the handling of various activities necessary to the operation of the data center. Analyzes operational procedures to improve efficiency in the data center.

RESPONSIBILITIES:

- Acts as liaison representative between users and computer operations.
- Performs implementation and maintenance of systems software in a mainframe environment.
- Assists users in determining specialized computer needs or computer capacity requirements.
- Provides consultation service to the various systems personnel in all departments.
- Analyzes telecommunication problems relating to the hardware and utility software as needed in supporting Data Center operations in large multi-user environments.
- Provides support to programmers and analysts on the usage of available resources in hardware and software.
- Resolves problems between programmers and computer operations related to systems software or operational procedures.
- Maintains reporting procedures for system administration and utilization.
- Assists with capacity planning and/or tuning.

SPECIFICATIONS:

KNOWLEDGE:

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

EXPERIENCE:

Three 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 could lead to moderate expenses and inconveniences. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

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 considerable tact and cooperation involving somewhat sensitive issues or problems.

External Contacts:

Level of external contact is primarily with lower-level service representative and vendors. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

PHYSICAL EFFORT:

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

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

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