



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 456.4

Job Title: **SYSTEMS SUPPORT ANALYST IV**

Pay Grade: 25

GENERAL SUMMARY:

Performs various professional activities necessary to the operation of a data center. Works independently on complex tasks involving systems software choice, installation and maintenance, modified performance enhancement and problem diagnostics.

RESPONSIBILITIES:

- Initiates and maintains procedures for reporting on system administration and utilization.
- Represents the department at conferences and meetings for the purpose of providing advice and guidance.
- Obtains information as to user needs and participates in decisions of necessary courses of action.
- Initiates projects or services for the generation, modification and maintenance of systems software in a large multi-user environment.
- Acts as liaison with the computer manufacturer or software vendor.
- Prepares standards and procedures with respect to system software.
- Provides assistance to applications programmers and analysts on the usage of available resources in relation to software and hardware.
- Resolves problems between programming and computer operating staffs related to systems software or operating procedures.
- Provides capacity planning and/or tuning services.

SPECIFICATIONS:

KNOWLEDGE:

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

EXPERIENCE:

Four 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.

COMPLEXITY:

Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:

Errors in work could lead to significant expense and inconvenience. Work is typically performed under limited to general supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation into setting work objectives.

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 substantial sensitivity and cooperation; e.g., basic project interaction.

External Contacts:

Level of external contact is primarily with lower-level service representative and vendors. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

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