The Maryland-National Capital Park and Planning Commission

Title: IT Support Specialist II   Grade: H   Code: 2222
Series: Information Technology   Date: 7/24/01   FLSA: Exempt

Class Definition

Under direction designs, implements, trouble-shoots, and maintains networks (LAN/WAN) and microcomputer systems. The work includes: analyzing technology needs; determining feasibility and appropriateness of specific hardware/software configurations; installing, testing, debugging, maintaining, monitoring and documenting hardware and software; providing end-user support; and training users. IT Support Specialist II's may assist a project manager in the design, implementation and maintenance of networks and microcomputer systems. Performs other duties as assigned.

Examples of Important Duties

1. Analyzes proposed unit projects to determine feasibility and appropriateness of computer related systems for a wide variety of areas such as planning, parks, recreation, finance, and administration.

2. Analyzes programs, division, and department automation needs and issues; plans, designs, and recommends new systems and upgrades; analyzes user hardware and software needs including current resources, applications that will be run, the nature of the applications, and geographic location of users in light of limitations of various network topologies; assists in advising staff in regards to hardware, software, network technologies, and related matters; develops plans for configuring, testing, and installing systems; assists in designing network configurations and analyzes cost effectiveness of alternative configurations; researches hardware and software capabilities, compatibility with existing systems, and other characteristics; develops specifications; selects, or recommends selection, of appropriate equipment and software.

3. Collaborates with staff, vendors, user representatives, division chiefs, and others in accomplishment of computer automation goals and objectives; works closely with staff, other departments, and outside agencies to develop interagency coordination.

4. Participates in the development and implementation of long range automation plans for a division/department; researches and identifies new developments in computer hardware/software and evaluates cost/benefit to Commission; assists in developing and recommending implementation strategy for applying latest technological developments for improving productivity and service; serves on committees to exchange information and make recommendations about new equipment and software for the division/department.

5. Configures network and microcomputer operating and applications software systems to meet organizational and user needs.

6. Oversees and coordinates work of technicians on a project basis; assists in coordinating major installation work and monitors work of contractors; installs and tests application and operating system software, patches, and fixes; installs and configures network peripherals; resolves software and hardware conflicts; installs and supports special applications software (e.g., GIS, CADD.

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Examples of Important Duties (continued)

7. Responds to user problems with hardware and software; uses software utilities and testing equipment to identify and solve problems; assists in coordinating and monitoring work of outside vendors when support services are out sourced.

8. Performs network administration tasks; installs and supports network communications hardware/software and network operating systems; installs network system security features and executes system backup and disaster recovery procedures; monitors the operation of hardware and applications software on the LAN/WAN to ensure efficient and productive operation of the network; assists in performing database management and network support functions including configuration, performance, and security management.

9. Establishes, modifies, and maintains databases for tracking and analyzing system resources, system performance, and related information; creates tables and data structures for storing data; enters and manipulates data; queries, displays, and formats data; builds and formats reports.

10. Plans, designs, conduct, and evaluates training classes in the operation (hardware and software) of stand-alone and networked computers.

11. Establishes internet/intranet access and HTML addresses; researches potential applications and advises staff; designs Web pages and coordinates upgrades and revisions.

12. Keeps supervisor and others, as appropriate, informed of work activities, progress, and problems.

13. Maintains up-to-date knowledge of hardware and software in use at the Commission by reviewing technical manuals, attending training classes, and utilizing other sources of information, as appropriate.

14. Operates computers (microcomputers, PC's, and similar equipment) with user-friendly software (e.g., word processing, spreadsheet, graphics, statistics, database packages) to enter data and to produce reports; performs data analyses; designs and produces reports, tables, graphs, and charts.

Important Worker Characteristics

A. Good knowledge of: (1) computer science principles and practices; (2) design and development of computer and network systems including network architecture, standards, and protocols; (3) microcomputer and peripheral equipment hardware and software, and system setup and troubleshooting; (4) systems analysis and project management methods and principles; (5) LAN/WAN technologies and infrastructure; (6) network and PC preventive maintenance and troubleshooting techniques and procedures; (7) LAN/WAN management functions and procedures including network and error documentation, performance, and security management; (8) network and PC operating systems and applications software; (9) utility software for monitoring system performance and diagnosing problems; (10) database management systems (DBMS) and programming languages; (11) internet/intranet design and management (HTML protocol); and (12) special applications software.

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Important Worker Characteristics (continued)

B. Skill in and understanding of: (1) use of microcomputers and local area/wide area network servers, routers, and network communications hardware, and computer network hardware and microcomputer peripheral equipment; (2) diagnosing and correcting hardware and software problems; (3) use of spreadsheets, word processing, graphics, communications, database management systems, and integration of data between diverse systems; (4) reading, interpreting, and applying technical instructions and diagrams; and (5) explaining use of computer hardware and software to others.

C. Ability to: (1) design network systems; (2) conceive long-term plans and evaluate potential systems, software, and hardware in the best interests of the department; (3) train others in the use of computers including hardware and software; (4) analyze and resolve user problems; (5) communicate clearly and effectively, orally and in writing; and (6) establish and maintain effective working relationships with intra- and inter-departmental staff.

Minimum Qualifications

1. High school diploma or GED; and

2. An associate's degree in computer science, information management, or related field; and one year related experience; or

3. A bachelor's degree in computer science, information management systems, or related field; or

4. MCP, CCNA, or other related certification and one year experience; or

5. An equivalent combination of education and experience.

Working Conditions

Work is performed in an office setting. Work involves some walking, standing, bending, crouching, and carrying of equipment and supplies.

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