

The Maryland-National Capital Park and Planning Commission

Title: Senior IT Support Specialist
Series: Information Technology

Grade: I-IT Code: 2223
Date: 7/24/01 FLSA: Exempt

Class Definition

Under general direction, leads and coordinates departmental microcomputer, network, and/or telecommunications support functions. Designs and oversees implementation, troubleshooting, and maintenance of large department-wide networks, microcomputers, and telecommunications systems with responsibility for: computer hardware, software, and peripheral equipment; data base management, systems analysis and design, LAN/WAN management support, Internet and intranet management and design; end-user support and training; and special applications software. The work includes: developing and recommending standards, policies, and procedures; developing unit goals and objectives; maintaining records; coordinating technology support; conducting major system analyses; supervising support staff; and developing long-range technology plans for the department. Performs other duties as assigned.

Examples of Important Duties

1. Manages operation of the unit; plans, coordinates, supervises, reviews, and evaluates work of professional and technical support staff; estimates and monitors expenditures.
2. Performs contract administration; writes specifications for hardware/software, supplies, and services; monitors contractor performance; participates in the negotiation of contract changes and amendments.
3. Develops and recommends standards, policies, and procedures directly related to unit work; develops goals and objectives; maintains records of work plans and work completed; coordinates activities with other Commission units; submits reports on unit performance.
4. Conducts and coordinates major systems analyses; 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; advises staff on systems development techniques, hardware, software, network technologies, and related matters; develops plans for configuring, testing, and installing systems; designs 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.
5. 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.
6. Participates in the development and implementation of long range automation plans for a department; researches and identifies new developments in computer hardware/software and evaluates cost/benefit to Commission; develops and recommends 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 department.
7. Oversees and participates in the programming, modification, and adaptation of network, telecommunication, and microcomputer operating systems and applications software to customize systems to meet organizational and user needs.

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Examples of Important Duties (continued)

8. Oversees the installation, configuration, testing, debugging, and repair of hardware/software including peripheral equipment; coordinates major installation work and monitors work of contractors; installs and tests application and operating software, patches, and fixes; installs and configures network peripherals; resolves software and hardware conflicts; installs and supports special applications software (e.g., GIS, CADD).
9. Monitors staff responses to user problems with hardware and software; ensures customer service and technical standards are met.
10. Performs and/or oversees the performance of network administration tasks; installs and supports network communications hardware/software and network operating systems; installs network system security features and executes 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; performs database management and network support functions including configuration, fault, performance, and security management.
11. Oversees management of network telecommunications systems and services including cellular phone and paging service operations.
12. Plans, designs, direct, conducts, and evaluates training classes in the operation (hardware and software) of stand-alone PC's, telecommunication, and network systems.
13. Establishes, modifies, and maintains information databases for tracking and analyzing system resources and 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.
14. Establishes and manages internet/intranet access and HTML addresses; researches potential applications and advises staff; designs Web pages and coordinates upgrades and revisions.
15. Keeps supervisor and others, as appropriate, informed of work activities, progress, and problems.
16. 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.
17. 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.

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Important Worker Characteristics

- A. Comprehensive knowledge of: (1) computer science principles and practices; (2) design and development of microcomputer, network, and/or telecommunications systems including architecture, standards, and protocols; (3) analog and digital dial tone services, telephone key systems, PBX systems, voice mail systems, telecommunications hardware/software packages, cellular telephones, pager units, and similar equipment; (4) microcomputer and peripheral equipment hardware and software and system setup and troubleshooting; (5) systems analysis and project management methods and principles; (6) LAN/WAN technologies and infrastructure; (7) network and PC preventive maintenance and troubleshooting techniques and procedures; (8) LAN/WAN management functions and procedures including network and error documentation, performance and security management; (9) network and PC operating systems and applications software; (10) utility software for monitoring system performance and diagnosing problems; (11) database management systems (DBMS) and programming languages; (12) internet/intranet design and management (HTML protocol); (13) special applications software; (14) modern management techniques as applied to human resources and the operation of a complex technology support unit; and (15) router configuration and network communication systems.
- B. Skill in and thorough understanding of: (1) use of microcomputers, 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) plan, coordinate, and evaluate the work of key subordinates; (2) direct and coordinate the operations of technology support unit; (3) design complex network systems; (4) conceive long-term plans and evaluate potential systems, software, and hardware in the best interests of the department; (5) train others in the use of computers including hardware and software; (6) analyze and resolve user problems; (7) communicate clearly and effectively, orally and in writing; and (8) establish and maintain effective working relationships with intra- and inter-departmental staff and vendors.

Minimum Qualifications

1. High school diploma or GED; and
2. An associate's degree in computer field and three years related experience; or
3. A bachelor's degree in computer science, information management systems, or related field and two years related experience; or
4. MSCE, CCNE, or related certification and three years related experience; or 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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