

SYSTEMS SERVICES COORDINATOR**

DISTINGUISHING FEATURES OF THE CLASS: This is technical computer support and training work of a moderately complex nature which involves responsibility for coordinating one or more of the computer services (e.g. training, technical support, maintaining desktop computer systems, maintaining e-mail system) for the benefit of users of the various computer systems and programs within an agency. The specific duties performed will depend on the area of assignment. The work is performed under the supervision of a higher-level administrator, and work direction (e.g. lead work) may be provided to other staff members. Does related work as required.

TYPICAL WORK ACTIVITIES:

Conducts assessments of computer-related training needs and provides support for training classes for an agency's computer users;
Maintains database of employee attendance at training classes;
Provides end-user support and troubleshooting in order to resolve problems related to desktop software applications, including network software;
Provides maintenance, including backup and recovery, of e-mail accounts;
Researches and responds to a variety of requests from computer users;
Implements and/or recommends solutions to user problems when appropriate.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of principles and practices of computer system support; good knowledge of e-mail techniques; good knowledge of desktop computer systems; good knowledge of network administration; good knowledge of computer software (e.g. Windows, Word, Excel, Access); working knowledge of computer hardware; ability to communicate effectively, both orally and in writing; ability to conduct training sessions*; ability to interpret technical materials such as computer manuals; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS:

1. An Associate's degree and three (3) years of experience training computer users, or developing, testing and/or maintaining computer systems, network administration and support and/or software or hardware support; or
2. A Bachelor's degree and one (1) year of experience training computer users, or developing, testing and/or maintaining computer systems, network administration and support and/or software or hardware support; or
3. A certification in Novell administration or Novell engineering (CNA or CNE) and three (3) years of experience training computer users, or developing, testing and/or maintaining computer systems, network administration and support and/or software or hardware support; or
4. Any equivalent combination of the above training and experience.

NOTE:

Graduation from high school or possession of an equivalency diploma and additional years of the required experience may be substituted for the college degree on a year-for-year basis.

*To be demonstrated during the probationary period.

**This reflects a retitling of Systems Services Coordinator (MIS).