

EDITED KSA LISTING

CLASS: SYSTEMS SOFTWARE SPECIALIST I (TECHNICAL)

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

#	Knowledge, Skill, Ability
	Knowledge of:
K1.	Advanced knowledge of information technology systems (software) programming, equipment, and its capabilities in order to install, maintain, secure, and support hardware and software.
K2.	Basic knowledge of the interfaces between hardware and software to determine compatibility of products, installation procedures, and parameter or configuration changes.
K3.	Basic knowledge of the requirements for the installation and implementation of information technology software systems to install software, apply patches/fixes, and resolve problems.
K4.	Advanced knowledge of information technology concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software.
K5.	Basic knowledge of current industry standards and trends to advise users and plan for future changes.
K6.	Basic knowledge of roles and responsibilities of oversight and regulatory agencies to review control agency documents such as feasibility studies.
K7.	Advanced knowledge of flowcharts, decision tables, and block diagrams in order to troubleshoot problems and lay out network relationships.
K8.	Basic knowledge of Structured Query Language (SQL) programming language to create schemas and database scripts.
K9.	Basic knowledge of various database access methods to troubleshoot problems and advise users and application developers.
K10.	Basic knowledge of data communications access methods to troubleshoot network performance problems and establish connectivity between disparate systems.
K11.	Basic knowledge of computer systems hardware to install, maintain, and support software and select hardware based on application design requirements.
K12.	Basic knowledge of the design/development of database/data management systems to design and maintain database applications based on user requirements.
K13.	Basic knowledge of installation procedures to verify successful hardware/software installations and troubleshoot.
K14.	Basic knowledge of various data gathering, sampling, and analysis techniques to troubleshoot performance and for capacity planning.

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#	Knowledge, Skill, Ability
K15.	Basic knowledge of principles of project management to create project plans.
K16.	Advanced knowledge of the fundamentals of information processing and the principles of systematic problem solving to troubleshoot and test installations and designs.
K17.	Basic knowledge of agency-specific computer systems such as operating systems, databases, network protocols, and security products to install, maintain, and support the departments' hardware and software.

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#	Knowledge, Skill, Ability
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	Skill to:
S1.	Skill to develop detailed installation, maintenance, and support specifications to provide direction to team members and production support staff.
S2.	Skill to analyze data and situations, and reason logically and creatively to troubleshoot, develop capacity plans, and assist developers.
S3.	Skill to identify problems, draw valid conclusions, and develop effective solutions to troubleshoot and assist developers with application and performance issues.
S4.	Skill to establish and maintain cooperative working relationships with those contacted in the course of the work in order to participate on projects, communicate effectively with teammates, users, developers, management, and others.
S5.	Skill to prepare clear, concise operations, disaster recovery, and Operational Recovery Plans (ORP) documentation to meet departmental and statewide standards.
S6.	Skill to prepare clear, sound, accurate, and informative issue papers and other reports of systems matters to communicate findings, conclusions, and recommendations.
S7.	Skill to communicate and justify the need for additional resources in order to complete projects in a timely manner.
S8.	Skill to implement local system software modifications to install updates, patches/fixes, based on new releases from vendors.
S9.	Skill to perform evaluations of vendor application or operating systems software such as communications or data management packages to determine if they are a viable product to meet business requirements.
S10.	Skill to read and understand technical documents in order to install hardware and software.
S11.	Skill to plan and schedule hardware and software installation activities to meet assigned deadlines.
S12.	Skill in retrieving, compiling, and reporting data according to established procedures to carry out capacity planning, performance monitoring, and troubleshooting activities.
S13.	Skill to communicate effectively to explain issues and solutions to users, managers, team members and vendors.

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#	Knowledge, Skill, Ability
S14.	Skill to use information technology systems (software) programming, equipment, and its capabilities to install, maintain, secure, and support hardware and software.

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#	Knowledge, Skill, Ability
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	Ability to:
A1.	Ability to grasp new concepts in order to keep up with changes in the industry.
A2.	Ability to work independently to complete assigned tasks in a timely manner.
A3.	Ability to work under pressure to meet deadlines and meet service levels.

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	Special Personal Characteristics:
SPC1.	Willing to participate in conferences, meetings, and training sessions to present results/effects of evaluation studies of present/new operating procedures, and provide training to users and/or operations staff on new systems/software.
SPC2.	Take the initiative to determine problems, suggest solutions, start activities without needing specific direction, etc.