

Title: System Support Technician I	Effective Date: May 11, 2012	Grade: IX	Job Category: Technician
Prior Title: System Support Technician	Prior Effective Date: October 18, 2010	Grade: IX	Page: 1 of 1

CHARACTERISTICS OF WORK

Under general direction, this position is responsible for solving difficult job control language (JCL) problems, assisting operations on utility problems, and gathering system statistics or reports.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Prepare logs and reports of service usage and disruptions.
- Interface with personnel from other Sections to define and report problems.
- Analyze problems to determine sources, such as program, tape drive, disk drive, etc.
- Provide technical assistance to users for simple data communication problems.
- Work on ad hoc statistics for the system group in aiding system performance.
- Maintain inventory of all hardware, software, and associated technical documentation.
- Assist and coordinate the installation of all hardware including the movement and location of machines and required wiring.
- Understand, install and maintain modems, terminals, and controller hardware and work to aid in system software problems.

MINIMUM REQUIREMENTS

The educational equivalent to a bachelor's degree in related field from an accredited college or university OR the educational equivalent to a diploma from an accredited high school plus a minimum of four years advanced training working as a computer operator, data control clerk, programmer, or technical support.

*ADDITIONAL MINIMUM REQUIREMENTS - SYSTEMS SECTION, DATABASE ADMINISTRATION SECTION, AND**APPLICATIONS DEVELOPMENT SECTION*

Ability to follow instructions and specifications, and then apply them to job streams. Knowledge of current software and utilities.

ADDITIONAL MINIMUM REQUIREMENTS - ENGINEERING SECTION AND USER SUPPORT SECTION

One year experience with Departmental personal computer hardware and software. Must be able to install Microsoft Operating Systems and use the Ghost software for OS installation and new hardware setup. Must have experience working with end users solving computer hardware and software problems. Must be able to assist users with the Microsoft Office Suite.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)