<u>**SYSTEMS SPECIALIST (CCBET)**</u>

<u>**DISTINGUISHING FEATURES OF THE CLASS:**</u>

This is a highly technical position located in the CCBET (Center for Computer Based Education and Training) program of Dutchess Community College. The incumbent will primarily work with mini and microcomputer systems, including multi-user systems, but may also be required to work with a mainframe computer system. The responsibilities of the incumbent will range over a wide variety of activities related to the management, operation and maintenance of the software and hardware components of the Center's computer systems. This position differs from that of Junior Systems Programmer, Systems Research Specialist and Systems Analyst in that it deals with a broad range of duties, some of which are included in these positions. However, this position does not include all of the duties of these positions nor are those duties that are performed necessarily at the same level. Work is performed under the general supervision of the supervisor of the CCBET program. Supervision over others is not required of this position.

<u>**TYPICAL WORK ACTIVITIES:**</u>

1. Participates in the research, selection and acquisition of the Center's systems software and operating systems, and performs the follow-up installation, maintenance and updating;
2. Performs systems programming on the Center's mini and microcomputer systems in support of the installation and maintenance of the systems software and operating systems;
3. Participates in the research, selection and acquisition of the Center's computer hardware, and performs necessary installation, maintenance and updating;
4. Evaluates all software and hardware malfunctions or failures, diagnoses problems and proposes alternative solutions, and when corrections are implemented, reviews results;
5. Develops and maintains a hardware and software maintenance and service program; maintains service contracts and service records;
6. Performs necessary maintenance and repair on operating systems, systems software and systems hardware, as within capabilities, or refers to appropriate service staff;
7. Performs all systems documentation for the operating systems and systems software;
8. Establishes and maintains procedure to collect, record and analyze performance data for evaluating system performance, determining need for and recommending changes to the systems configurations, and in accordance with software service contracts;
9. Establishes and maintains time accounting system to monitor usage and may make decisions on priorities for system usage;
10. Establishes and oversees procedure for daily system back-up;
11. Provides continuing technical assistance to Center staff and system users, and may assist in training users;
12. Establishes hardware and software interfaces and interlinks; assures comparability of systems components for networking and integration;
13. Prepares necessary reports;
14. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the current principles, practices, methods, capabilities and techniques of electronic data processing systems, including the software and hardware components of multi-user, mini and microcomputer systems; good knowledge of operating systems, subsystems and systems programming for mini and microcomputer systems; working knowledge of the principles and techniques used in systems analysis and design; ability to diagnose hardware, software and operating system problems and make "repairs"; ability to perform applications and systems programming using languages employed in the Center; ability to learn a variety of programming languages, as necessary or required in the Center, including BASIC-PLUS 2 and DCL Command; ability to utilize and adapt a variety of software packages to the needs of the Center, including Multi-mate, Displaywriter III, Lotus 1-2-3, Data Base III and others; ability to maintain a current knowledge of developments in the computer industry for application to the operations of the Center; ability to perform technical research on available computer software and hardware, review alternatives, make sound technical judgments and present justifications; ability to adapt knowledge for application to a mainframe computer system; ability to comprehend and communicate effectively on complex and technical matters, both orally and in writing; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

EITHER: (A)   Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in computer science, data processing or a related field AND two (2) years of work experience in computer programming, one (1) year of which must have included performing systems programming;

OR: (B)   Four (4) years of work experience in computer programming, one (1) year of which must have included performing systems programming;

OR: (C)   An equivalent combination of training and experience as indicated in (A) and (B) above.

NOTE: Training beyond the Associate's level may not be substituted for the minimum of two (2) years of required experience.

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ADOPTED: 01/26/87