<u>**SOFTWARE SUPPORT ANALYST**</u>

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

This is a moderately advanced position in the software support series. Incumbents are primarily responsible for working with existing applications software to modify them to meet user needs, to convert applications to newer packages, or to install and program new applications software. The incumbent is required to work closely with users to best meet their needs within the capabilities of the system, or makes recommendations on new systems to meet such needs. The position differs from a higher level position such as Microcomputer Software Specialist in that its scope is more related to existing applications and software packages and that projects tend to be smaller in overall scope. A Microcomputer Software Specialist would be more involved with the analysis and development of a system, or acting as a leader in a large scale development or conversion project. Work is performed under the general supervision of a higher level technical or administrative position. Supervision is not a normal function of the position, but the incumbent may assign and review work of other staff members or act as a technical expert in some areas.

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

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Evaluates existing operating systems and application software programs and recommends changes and improvements;
2. Consults with users in all phases of application program development, establishing input/output requirements, format and generation of reports, and manipulation and distribution of data;
3. Identifies appropriate logic, design and procedures required to create and implement software systems as requested by users;
4. Performs installation, customization and programming of application software, including integration with other software systems;
5. Performs necessary programming functions needed to satisfy application designs;
6. Prepares and maintains user and computer operating instructions and other required documentation;
7. Provides telephone and on-site assistance to users of application software, and refers unresolved problems to appropriate staff;
8. Provides ongoing technical assistance to computer center staff and system users;
9. Develops and participates in individual or group training programs for staff using application programs;
10. Provides backup support for the computer center when needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the principles, practices, capabilities and methods of stand-alone and networked computer systems sufficient to design, modify and maintain usable applications for a variety of offices and functions, interacting such systems where necessary;

Knowledge of mainstream computer software sufficient to understand and work with current applications and to integrate new packages and applications into the overall system;

Ability to quickly learn and evaluate new software and related hardware or peripherals;

Ability to develop and conduct training programs;

Ability to work with various users in understanding their needs and providing appropriate solutions;

Ability to develop and maintain appropriate program documentation;

Personal characteristics necessary to perform the duties of the position;

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 or a closely related field AND two (2) years of work experience which primarily involved applications programming and software support in a LAN-type environment;

OR: (B)   Four (4) years of work experience which primarily involved applications programming and software support in a LAN-type environment;

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

SPECIAL REQUIREMENTS:

1.   Candidates must be able to move, place and set up computer equipment weighing up to approximately 45 pounds.
2.   An appointing authority may require possession of a New York State Driver License at time of appointment.

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