

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

CHARACTERISTICS OF WORK

Under general direction, this position is responsible for solving difficult production problems, assisting users and the technical staff resolving problems, and assist in the upgrade of hardware and/or software.

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.

- Analyze logs and reports of service usage and disruptions to improve performance.
- Interface with personnel from other Sections to define and report problems.
- Analyze complex problems to determine sources, such as hardware, software or network.
- Provide technical assistance to users for complex data processing problems.
- Develop and maintain documentation used to resolve problems.
- Coordinate the installation of all hardware, software and network changes.
- Update and ensure that operation procedures are accurate and understood by subordinates.

MINIMUM REQUIREMENTS

The educational equivalent to a bachelor's degree from an accredited college or university in related field plus two years of advanced computer training, OR the educational equivalent to a diploma from an accredited high school plus a minimum of six 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 and write technical instructions and specifications. Knowledge of current software testing procedures.

ADDITIONAL MINIMUM REQUIREMENTS – ENGINEERING SECTION AND USER SUPPORT SECTION

One year experience with Department standard end user and server hardware and software, server backup software and advanced network infrastructure troubleshooting. 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.)

