

## Associate Systems Software Specialist (Technical)

### *Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results*

|    |  |
|----|--|
| 1  | Knowledge of various system data gathering, sampling, and analysis techniques for troubleshooting, monitoring, diagnostics, and capacity planning.   |
| 2  | Knowledge of information processing and systematic problem solving techniques used to troubleshoot and test hardware/software installations.   |
| 3  | Ability to identify problems, draw valid conclusions, and develop effective solutions to troubleshoot and assist with application and performance issues.  |
| 4  | Ability to analyze data and situations logically to troubleshoot problems and make recommendations.  |
| 5  | Ability to identify and diagnose malfunctions of operating systems to ensure software performs to system specifications.   |
| 6  | Ability to install and upgrade hardware/software systems (e.g., patches/fixes, firewalls, routers, switches, security devices, controllers, consoles, messaging systems, etc.).                                      |
| 7  | Knowledge of procedures and requirements to implement and verify hardware/software installations and maintenance.  |
| 8  | Ability to read and understand technical documents in order to install and configure hardware and software.  |
| 9  | Ability to plan, coordinate, and schedule hardware and software installation activities to meet assigned deadlines.  |
| 10 | Knowledge of information technology concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software.  |
| 11 | Ability to read and interpret reference materials to make decisions and provide information.   |
| 12 | Knowledge of the use and function of personal computers in an office-related environment.  |
| 13 | Ability to proofread and identify errors (content, grammar, spelling, etc.) within written documents.  |
| 14 | Ability to communicate effectively in writing to convey information.   |
| 15 | Ability to establish and maintain collaborative working relationships with those contacted in the course of work in order to participate on projects, communicate with teammates, customers, management, and others. |
| 16 | Ability to communicate effectively to explain issues and solutions to customers, managers, team members and vendors.   |
| 17 | Ability to maintain confidentiality to ensure compliance with the Public Records Act and Information Practices Act.  |
| 18 | Ability to listen effectively to obtain relevant information.  |
| 19 | Knowledge of basic customer service practices to effectively represent the State while assisting customers.  |
| 20 | Ability to reason logically and draw valid conclusions and solve problems.   |

|    |   |
|----|---|
| 21 | Ability to manage workload.   |
| 22 | Ability to work with a variety of technical and management staff as well as vendors and customers.                    |
| 23 | Ability to work under pressure to meet deadlines and service levels.  |
| 24 | Ability to work independently to solve problems, meet deadlines, and keep abreast of current industry best practices. |
| 25 | Ability to multi-task to complete various job functions or assignments.   |
| 26 | Ability to prioritize work assignments in order to maximize productivity.   |