

Software Systems Specialist I

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

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| 1 | Knowledge of various system data gathering, sampling, and analysis techniques for troubleshooting, monitoring, diagnostics, and capacity planning. |
| 2 | Knowledge of the metrics associated with resource utilization and performance analysis to monitor, troubleshoot, or document baseline systems performance issues. |
| 3 | Knowledge of information processing and systematic problem solving techniques used to troubleshoot and test hardware/software installations. |
| 4 | Knowledge of industry best practices in systematic problem solving to troubleshoot and test hardware/software installations. |
| 5 | Knowledge of data communications access methods to troubleshoot performance, communications problems and establish connectivity between disparate systems. |
| 6 | Ability to identify problems, draw valid conclusions, and develop effective solutions to troubleshoot and assist with application and performance issues. |
| 7 | Ability to apply knowledge of current industry best practices to evaluate alternative proposals and recommend optimal solutions. |
| 8 | Ability to analyze data and situations logically to troubleshoot problems and make recommendations. |
| 9 | Ability to identify and diagnose malfunctions of operating systems to ensure software performs to system specifications. |
| 10 | Knowledge of the data communication interfaces, hardware, and protocols utilized between the various components of a communication systems design to solve problems, troubleshoot, and test. |
| 11 | Knowledge of the interfaces between hardware and software to determine compatibility of products, installations procedures, parameters and configuration changes. |
| 12 | Knowledge of computer system hardware specifications and capabilities. |
| 13 | Ability to plan and coordinate conversions/upgrades between generations or versions of computer systems/networks to ensure accurate implementation. |
| 14 | Ability to install and upgrade hardware/software systems (e.g., patches/fixes, firewalls, routers, switches, security devices, controllers, consoles, messaging systems, etc.). |

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| 15 | Knowledge of procedures and requirements to implement and verify hardware/software installations and maintenance. |
| 16 | Ability to read and understand technical documents in order to install and configure hardware and software. |
| 17 | Ability to plan, coordinate, and schedule hardware and software installation activities to meet assigned deadlines. |
| 18 | Knowledge of information technology concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software. |
| 19 | Ability to develop detailed installation, maintenance, and support specifications for use by team members and production support staff. |
| 20 | Knowledge of system security to develop preventative measures to ensure system integrity and confidentiality. |
| 21 | Ability to read and interpret reference materials to make decisions and provide information. |
| 22 | Knowledge of the use and function of personal computers in an office-related environment. |
| 23 | Knowledge of database management systems. |
| 24 | Knowledge of network protocols. |
| 25 | Knowledge of security standards, practices, and technologies. |
| 26 | Ability to prepare clear, sound, accurate, and informative issue papers and other reports to communicate findings, conclusions, and recommendations. |
| 27 | Ability to proofread and identify errors (content, grammar, spelling, etc.) within written documents. |
| 28 | Ability to communicate effectively in writing to convey information. |
| 29 | 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. |
| 30 | Ability to present to customers and/or operations staff on new systems and software. |
| 31 | Ability to communicate effectively to explain issues and solutions to customers, managers, team members and vendors. |
| 32 | Ability to justify the need for additional resources in order to complete projects in a timely manner. |
| 33 | Ability to maintain confidentiality to ensure compliance with the Public Records Act and Information Practices Act. |
| 34 | Ability to listen effectively to obtain relevant information. |
| 35 | Knowledge of basic customer service practices to effectively represent the State while helping customers. |
| 36 | Ability to reason logically and draw valid conclusions and solve problems. |

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| 37 | Ability to apply creative thinking in the design of methods of processing information with information technology systems. |
| 38 | Ability to analyze system solution requirements in order to aid in the design of system development. |
| 39 | Ability to define alternative solutions to current problems related to software configuration management. |
| 40 | Ability to work with a variety of technical and management staff as well as vendors and associated organizations. |
| 41 | Ability to work under pressure to meet deadlines and service levels. |
| 42 | Ability to work independently to solve problems, meet deadlines, and keep abreast of current industry best practices. |
| 43 | Ability to multi-task to complete various job functions or assignments. |
| 44 | Ability to prioritize work assignments in order to maximize productivity. |