

## Systems Software Specialist II

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

1	Ability to remain calm and composed in stressful situations and to work effectively/productively under pressure.
2	Ability to work independently to complete assigned tasks in a timely manner.
3	Ability to work under pressure to meet deadlines and meet service levels.
4	Ability to identify problems, draw valid conclusions, and develop effective solutions to troubleshoot application and performance issues.
5	Ability to read and understand technical documents in order to install and/or configure hardware and software.
6	Ability to troubleshoot and resolve the most complex technical problems.
7	Ability to grasp new concepts in order to keep up with changes in the industry.
8	Ability to exhibit professionalism in order to communicate effectively and maintain positive working relationships.
9	Ability to work independently to effectively solve problems, meet deadlines, and keep abreast of current industry trends.
10	Ability to be proactive in identifying problems, suggesting solutions, and independently resolving issues.
11	Ability to analyze data and situations, and think logically and creatively in order to develop plans, solve problems, assist developers, make recommendations, prepare reports, and support business functions.
12	Ability to establish and maintain cooperative working relationships in order to participate on projects, communicate effectively with peers, users, developers, management, and others.
13	Ability to effectively communicate problems and solutions to users, managers, team members and vendors.
14	Ability to install and upgrade hardware/software systems (e.g., patches/fixes, firewalls, routers, switches, security devices, messaging systems, etc.).
15	Ability to retrieve, compile, and report data according to established procedures to carry out capacity planning, performance monitoring, troubleshooting activities, and other business functions.

16	Ability to apply knowledge of information technology systems software, programming, equipment, and capabilities in order to install, maintain, secure, and support hardware/software.
17	Knowledge of information technology systems software, programming, equipment, and capabilities in order to install, maintain, secure, and support hardware/software, apply patches and fixes and resolve problems.
18	Ability to develop detailed installation, maintenance, and support specifications to provide direction to team members and production support staff.
19	Ability to prepare clear and concise documentation (e.g. operations manual, disaster recovery procedures, operational recovery plans, etc.) to meet departmental and statewide standards.
20	Knowledge of secure n-tier architecture (e.g. web, application, database, COTS) methods to troubleshoot problems and advise users and application developers.
21	Knowledge of computer systems hardware to install, maintain, and support software and recommend hardware based on application design requirements.
22	Knowledge of secure n-tier architecture (e.g. web, application, database, COTS) to design and maintain applications based on business/system requirements.
23	Knowledge of installation processes to ensure successful hardware/software installations and troubleshooting.
24	Knowledge of data gathering, sampling, and analysis techniques to troubleshoot the complex problems, plan for future needs, monitor system/network performance, and present information and make recommendations to managers and users.
25	Ability to plan and schedule hardware and software installation and/or configuration activities to meet assigned deadlines.
26	Ability to formulate, recommend, and implement standards and procedures to meet project and business needs and ensure consistency.
27	Ability to effectively apply knowledge of current industry trends to evaluate alternative proposals and recommend optimal solutions.
28	Ability to apply concepts such as portability and scalability in order to design, implement and evaluate short and long-term, complex information technology systems.
29	Ability to consider the larger business perspective in proposing and designing information technology solutions.
30	Knowledge of interfaces between hardware and software to determine product compatibility, installation procedures, and configuration changes.

31	Knowledge of information technology concepts, best practices, methodologies, and principles to install, secure, and support hardware/software.
32	Knowledge of scripting languages and automated tools in order to maintain and support the hardware and software systems.
33	Knowledge of the functions and capabilities of hardware/software and utility programs supplied by vendors to make recommendations, mentor staff in their use of the products, maintain systems, and solve problems.
34	Knowledge of flowcharts, decision tables, and block diagrams in order to troubleshoot problems and document system/network relationships.
35	Knowledge of the data communication interfaces, network hardware, and network protocols utilized between the various components of the network in order to solve the most complex problems, troubleshoot, test, and complete the most complex designs, and review the work of peers.
36	Knowledge of the metrics associated with analyzing the performance of the components of the information technology environment to troubleshoot systems performance issues and oversee the work of peers.
37	Ability to identify, communicate and justify the need for additional resources in order to complete projects in a timely manner.
38	Ability to coordinate the activities of technical personnel to ensure timely and accurate completion of tasks.
39	Ability to direct the work of others in order to meet deadlines and service levels.
40	Ability to prepare clear, sound, accurate, and informative issue papers and other reports of systems matters to communicate findings, conclusions, and recommendations.
41	Ability to evaluate new products to determine if they are viable to meet business requirements.
42	Ability to mentor team members in order to provide the necessary knowledge and skills to perform their jobs and prepare them for advancement.
43	Knowledge of the fundamentals of Industry Standard Best Practices and the principles of systematic problem solving to troubleshoot and test installations and designs.
44	Knowledge of current industry standards, best practices, and trends to advise users and plan for future changes.
45	Knowledge of programming languages (e.g. SQL, JAVA, COBOL, Basics, JAVA, HTML, .NET, etc.) to create applications and scripts.
46	Knowledge of data communications access methods to troubleshoot network performance problems and establish connectivity between disparate systems.

47	Knowledge of large-scale secure n-tier architectures, data communication protocols, network hardware, and network configurations to support the complex technical environments.
48	Knowledge of the organization's business enterprise to support business needs and meet business requirements.
49	Ability to organize and perform a conversion between generations or versions of computer systems/networks to ensure accurate implementation, add functionality, fix existing problems, and meet business requirements.
50	Ability to conduct and facilitate effective meetings to ensure workload is distributed appropriately, to foster effective communication, ensure meeting objectives are met, and/or explain issues and solutions to users, managers, team members and vendors.