

Systems Software Specialist II

Essential Task Rating Results

1	Advise peers, manager and/or users regarding hardware/software systems (e.g., new releases, features, products, or existing problems, etc.) to inform them about the impact of these systems on their applications/projects.
2	Control access to systems (e.g., network, systems, or database) in order to maintain system security in accordance with information security best practices and standard IT operating procedures.
3	Monitor network, application, and system logs in order to maintain system security to ensure data integrity and confidentiality.
4	Monitor and analyze systems/network utilization to evaluate system health, capacity capability, and performance.
5	Create processes (e.g., install, configure, maintain, secure, backup/recover, etc.) to ensure that technical staff are consistent with vendor documentation, application requirements, and departmental standards.
6	Review application/system architecture and make recommendations regarding technical and operational feasibility.
7	Maintain hardware/software configuration documentation to assist with disaster and operational recovery.
8	Track changes to systems hardware/software to maintain current configuration documentation.
9	Consult with internal/external business and technical staff to define systems specifications considering business/user requirements and analysis of the systems software, hardware, databases, security, and/or networks involved.
10	Develop formal or informal recommendations to peers, managers, and/or users on hardware/software systems (e.g., problem resolution, patches/fixes, firewalls, routers, switches, security devices, messaging systems, etc.) to suggest alternatives that satisfy the business requirements.
11	Install/upgrade and test hardware/software systems (e.g., patches/fixes, firewalls, routers, switches, security devices, messaging systems, etc.).
12	Configure and/or customize hardware/software systems to meet business requirements.
13	Evaluate products to determine if they will support and enhance the department's business/technical functions and ensure they meet requirements in alignment with the IT strategic plan.
14	Report the status of systems, projects, maintenance tasks, change control items, or problem resolutions to supervisors and users to ensure that they are informed.

15	Consult with internal/external entities regarding services provided by systems software teams and answer questions/inquiries in technical areas such as connectivity with departmental systems, data exchange, security, etc.
16	Design secure n-tier architectures (e.g., web, application, database, COTS) to support departmental business functions.
17	Implement secure n-tier architectural changes (e.g., web, application, database, COTS) to support departmental business functions.
18	Perform backup and recovery tasks to ensure system security, disaster recovery, and operational recovery in accordance with industry best practices.
19	Participate in disaster recovery and operational recovery planning in order to ensure system security and business resumption.
20	Serve as liaison with vendors to report, troubleshoot, and resolve software/ hardware problems.
21	Conduct disaster recovery and operational recovery planning in order to ensure system security and business resumption.
22	Review technical recommendations in systems design to ensure correctness.
23	Plan security architecture for systems (e.g., network, systems, or database) in order to maintain system security based on information security best practices.
24	Develop plans to determine and meet future capacity needs considering business requirements, trend analysis, history of similar projects, statistical and other reports, etc.
25	Ensure that peers maintain current configuration of systems/network hardware, software, and documentation to meet standard operating requirements, ensure that disaster recovery and operational recovery plans are current, and facilitate future upgrades or enhancements as required.
26	Provide technical assistance in a multi-vendor environment to resolve data processing technical issues and network/systems software problems.
27	Oversee systems installation (e.g. operating systems, hardware, n-tier architecture, web, databases, security products, network products, etc.) in order to facilitate a seamless and smooth integration into the computing environment.
28	Define procedures for incident and problem escalation, including escalation to vendors.
29	Communicate orally in an effective manner with customers.
30	Communicate effectively in writing with customers, technical staff, management and vendors.