

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: SYSTEMS SUPPORT SPECIALIST II -
Support Services

SALARY GROUP: B15

DEPARTMENT: Information Technology Division

Page 1 of 3

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Shawn F. Wallace DATE: 04/11/2013

POSITION #: 008056

I. JOB SUMMARY

Performs moderately complex computer systems support work. Work involves providing customer support for agency information technology systems and operating automated office equipment in a stand-alone, network, and mainframe environment; and training others Works under general supervision with moderate latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Installs, maintains, moves, and assists in testing specialized software; and assists in testing programs using programmer-written Job Control Language (JCL).
 - B. Maintains appropriate security controls; provides application security, access, and user rights and privileges; monitors the online environment; assists in monitoring the project development process; and maintains data regarding job and file relationships.
 - C. Maintains knowledge of current software products to ensure proficiency in training, application, and trouble-shooting; and assists in the preparation of briefings, reports, and evaluations of existing and potential products.
 - D. Assists in advising and analyzing user requirements concerning software and efficient use of information technology systems; and provides training in the use of hardware and software.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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Page 2 of 3

III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Sixty semester hours from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE) with six semester hours in Computer Science, Management Information Systems, or a related field preferred. Each year of experience as described below in excess of the required one year may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. One year full-time, wage-earning experience in an automated data processing systems environment.
3. Experience in JES2 (Job Entry Subsystem), VSAM (Virtual Storage Access Method), DB2 (Database 2), REXX (Restructured Extended Executor), or CLIST (Command List) preferred.

B. Knowledge and Skills

1. Knowledge of the practices, principles, and techniques of computer operations and applications.
2. Knowledge of Job Control Language (JCL).
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill in problem-solving techniques.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

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Page 3 of 3

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.