

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: SYSTEMS SUPPORT SPECIALIST I -
Support Services

SALARY GROUP: B13

DEPARTMENT: Information Technology Division

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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: 03/13/2013

POSITION #: 008221

I. JOB SUMMARY

Performs entry-level systems support work. Work involves providing customer support for agency information technology systems and operating automated office equipment in a stand-alone, network, or mainframe environment. Works under close supervision with minimal latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Installs and maintains specialized software; and assists in testing programs using programmer-written Job Control Language (JCL).
 - B. Maintains proper security controls; assists in providing application security, access, and user rights and privileges; and monitors the online environment.
 - C. Assists in troubleshooting and solving routine computer-related problems; and provides operational assistance in the implementation and utilization of specialized software.
 - D. Maintains computer system documentation and procedure manuals; and compiles data for the preparation of briefings, reports, and evaluations of existing and potential products.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Graduation from an accredited senior high school or equivalent or GED.
2. Two years full-time, wage-earning experience in an automated data processing systems environment

or

thirty 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 three semester hours in Computer Science, Management Information Systems, or a related field preferred. One year full-time, wage-earning experience in an automated data processing systems environment

or

courses from a technical or trade school accredited by an organization recognized by the CHEA or by the USDE in a computer-related field may be substituted on a year-for-year basis for a maximum substitution of one year. One year full-time, wage-earning experience in an automated data processing systems environment.

2. 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.

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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.

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, 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.