

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

END-USER COMPUTER SERVICES SERIES

<u>Class Title</u>	<u>Position Code</u>	<u>Effective</u>
END-USER COMPUTER SERVICES SPECIALIST I	13691	02-01-11
END-USER COMPUTER SERVICES SPECIALIST II	13692	02-01-11
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SERIES DISCUSSION:

Positions allocated to the classes in this series perform professional Information Technology functions that require the application of specialized, theoretical and technical knowledge in the field providing end-user computer support. Computer Services positions engage in work which requires adherence to professional standards of the field, including appropriate documentation to assure continuous and consistent service and maintenance activities.

This series results from a negotiated agreement between the State of Illinois, Department of Central Management Services and the Teamsters Union NR 916 and its use is limited to positions identified in the original agreement. These positions are identified in the NR-916 collective bargaining unit, and work in the Infrastructure Services Division providing end-user computer services consisting of user support, hardware and software configuration, testing, installation, documentation, and troubleshooting.

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ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

END-USER COMPUTER SERVICES SPECIALIST I

POSITION CODE: 13691

Effective: 02-01-11

DISTINGUISHING FEATURES OF WORK:

Under general supervision, assists in performing professional assignments of limited scope in supporting end-user computer systems; provides user support and maintenance of systems; assists users with problems and follows up to ensure problem resolution; provides information and problem solving to users on operating procedures; serves as specialist in assisting in planning, testing, configuring, implementation and maintenance of agency personal computer hardware and software; conducts on-site end-user computer assessments, installations and provides direct user desk side instruction and support; assists with configuration, testing, installation, documentation, and maintenance of end-user computer systems and related peripherals; provides limited on-site assistance with responsibilities in other functional areas including, but not limited to network and server hardware, software and peripherals; travels to attend training sessions and support users on-site.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Assists in providing professional support and assistance in person, over the phone and with remote computer access to end users of applications and automated equipment; performs end-user computing applications and systems support by working with experienced systems analysts; assists with distribution of software applications using software installation scripts, procedures and programs; assists with testing, implementation, documentation, and maintenance of personal end-user computer systems; provides information and problem solving to users on operating procedures; assists users with problems and follows up to ensure problem resolution; responds to calls for assistance and elicits sufficient information to enable higher level technical support professionals to resolve more complex problems, while developing skills to provide higher level of technical support services; submits documentation to supervisor on issues and/or problems.
2. Assists with configuration, testing, installation, documentation, and maintenance of personal computer systems and related peripherals; assists in ensuring configurations comply with agency security considerations, performance requirements and established standards; may assist with responsibilities in other functional areas including, but not limited to network and server hardware, software and peripherals.

END-USER COMPUTER SPECIALIST I (Continued)

3. Uses standard operating system image in the preparation and configuration of personal computer installations; conducts on-site personal computer installations and provides direct user desk side support; assists with Personal Digital Assistant device installations and software maintenance; maintains updated desktop operating system patches and fixpacks; provides professional computer services, including hardware/software configuration, installation and support of application distribution products and various antivirus software applications.
4. Develops knowledge and familiarity with supported hardware and software; continues education by attending meetings, training sessions, seminars and conferences to keep current on Information Technology products, vendors, techniques and procedures applicable to unit activities; attends demonstrations and exhibitions related to assigned operations.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of two years of college with course work in computer science or directly related fields; or, satisfactory completion of an agency sponsored training program.

Knowledges, Skills and Abilities

Requires elementary knowledge of Information Technology concepts and principles, the theories and functions of computer systems, and the principles and techniques of Information Technology documentation.

Requires elementary knowledge of hardware and software, languages, and procedures to provide assigned technical and analytical support services.

Requires working knowledge of oral and written communication skills.

Requires ability to analyze data logically.

Requires ability to maintain satisfactory working relationships with others.

Requires ability to travel.

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

END-USER COMPUTER SERVICES SPECIALIST II

POSITION CODE: 13692

Effective: 02-01-11

DISTINGUISHING FEATURES OF WORK:

Under general supervision, performs work of an intermediate level of difficulty; performs planning and/or scheduling activities and may coordinate the tasks of other staff; provides professional technical support and assistance in intermediate level end-user computer services functions ensuring CMS standards and procedures are followed in the setup, installation, maintenance, upgrade, inventory and general use of personal computers and associated software packages; performs second level help desk troubleshooting and diagnostics; physically handles the computer hardware for setup and technical assistance and secures proper inventory for moving equipment; participates with senior analysts and/or supervisor in analysis of configuration, testing, installation, documentation and maintenance of personal computer systems and related peripheral systems; ensures configurations comply with agency security considerations, performance requirements and established standards; configures and installs vendor supplied hardware, software and related peripherals; and provides troubleshooting and support for end-user computer customers. Provides guidance and training to lower level technicians and provides one-on-one training to end-users; loads and delivers computers and equipment to new locations; travels to attend training sessions and support users on-site.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Provides professional technical support and assistance in intermediate personal computer services functions; ensures standards and procedures are followed in the setup, installation, maintenance, upgrade, inventory and general use of personal computers and associated software packages; physically handles the computer hardware for setup and technical assistance and secures proper inventory for moving equipment; performs configuration and installation of vendor supplied hardware, software and peripherals; loads and delivers computers and equipment to various locations; utilizes designated vehicles to perform duties.
2. Provides intermediate level troubleshooting and support services for agency computer customers and equipment; provides accurate and quality resolutions to user reported problems with computer hardware, software, and related peripherals or services; occasionally performs these duties and responsibilities in other functional areas including, but not limited to network and server hardware, software and peripherals.

END-USER COMPUTER SERVICES SPECIALIST II (Continued)

3. Participates with analyst and/or supervisor in analysis of configuration, testing, installation, documentation and maintenance of personal computer systems and related peripheral systems; ensures configurations comply with agency security considerations, performance requirements and established standards.
4. With direction of supervisor, stays abreast of new IT technologies and innovative practices for deploying and supporting IT hardware, software and the customers of those technologies; provides support to users and lower level staff in person, over the phone, and with remote computer access; submits documentation to supervisor on issues and/or problems.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of two years of college with course work in computer science or directly related fields supplemented by one year of related Information Technology experience.

Knowledges, Skills and Abilities

Requires working knowledge of Information Technology concepts and principles, the theories and functions of computer systems, and the principles and techniques of Information Technology documentation.

Requires working knowledge of hardware and software, languages, and procedures to provide assigned technical and analytical services.

Requires working knowledge of end-user computer practices, standards and procedures.

Requires working knowledge of oral and written communication skills.

Requires ability to effectively participate in and profit from continuing education, both in a formal and in-service training setting.

Requires ability to gain and maintain effective working relationships with associates, vendors, clients, and others.

Requires ability to plan and/or schedule activities to accomplish goals and objectives.

Requires ability to analyze data logically and exercise sound judgment in defining and evaluating problems of an operational or procedural nature.

Requires ability to travel.

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

END-USER COMPUTER SYSTEMS ANALYST

POSITION CODE: 13693

Effective: 02-01-11

DISTINGUISHING FEATURES OF WORK:

Under general direction, performs difficult and specialized system services functions for end-user computer support section serving assigned agencies; performs installations, and maintenance of difficult and specialized vendor supplied hardware, operating systems, utility programs, and various other application and software packages related to the customer personal computers and peripherals; performs difficult planning and/or schedules activities; serves in team leadership capacity, providing guidance, direction, and advice to equivalent or lower level professionals; meets with users and other individuals to determine needs, specifications, recommendations and scheduling for small to medium size projects and installations; performs written analysis in determining agency needs, configurations, specifications, requirements, procedures and standards; serves as project coordinator on standard small to medium size projects that encompass one to several agencies; plans the schedules, work assignments, installations and deployments for several project team members; travels to various locations for installation of personal computers, peripherals and software, and to attend meetings and seminars.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Performs difficult and specialized professional activities to support affected agencies in assigned areas; provides technical support for microcomputer based hardware and software; configures, implements and tests PC based hardware and software for standalone personal computers and computers in Local Area Networks; installs and configures end-user computers, peripherals and software; reviews and evaluates customer requests and develops solutions to satisfy customer needs and to ensure requests meet standards and procedures and recommends hardware and software products for applications; travels to various locations in performance of duties.
2. Resolves difficult and specialized hardware problems; performs diagnosis and resolves system related problems; confers with vendors for advanced software and hardware problems; serves as liaison between agency customers, vendors and CMS management/technicians for problem resolutions; provides guidance to equivalent and lower level staff in best practices, standards and procedures.

END-USER COMPUTER SYSTEMS ANALYST (Continued)

3. Meets with users to determine user needs and objectives; develops written analysis and recommendations to accommodate user's requests and ensures compatibility with existing hardware and software standards; researches software requirements, installs Americans with Disabilities Act compliant hardware and software requests, tests and deploys as assigned; implements software and operating system upgrades; develops and updates documentation concerning the administration of customer desktop computer environments.
4. Serves as project coordinator for standard projects including small/medium size hardware/software installations and deployments; determines and coordinates project components such as project scheduling and assignments; assigns and reviews work of project staff; provides expertise, guidance and direction to staff; reviews results and incorporates individual components of project into final products.
5. Monitors unit workload to ensure acceptable service levels for providing break/fix services to agencies within acceptable time frames are being met; escalates time sensitive requests to senior staff and/or appropriate vendor to expedite resolution time.
6. Provides support of complex technical issues for personal computer hardware and software to users in person, over the phone, and with remote computer access; submits documentation to supervisor on issues and/or problems; occasionally performs duties and responsibilities in other functional areas including but not limited to network and server hardware, software and peripherals.
7. Keeps abreast of new developments in the Information Technology (IT) field as it relates to the administration and support of the customer personal computer in an enterprise setting; continues education by attending meetings, training sessions, seminars and conferences to increase familiarity with and maintain current on IT products to understand the latest technologies and recommend ways to implement them.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college with course work in computer science or directly related fields, supplemented by one year of related Information Technology experience.

END-USER COMPUTER SYSTEMS ANALYST (Continued)

Knowledges, Skills and Abilities

Requires extensive knowledge of Information Technology concepts and principles, the theories and functions of computer systems, and the principles and techniques of Information Technology documentation.

Requires extensive knowledge of hardware and software, languages, and procedures to provide assigned technical and analytical services.

Requires extensive knowledge of the methods, procedures and techniques of conducting feasibility studies for system conversions and enhancements.

Requires ability to effectively participate in and profit from continuing education, both in a formal and in-service training setting.

Requires ability to analyze data logically and exercise sound judgment in defining and evaluating problems of an operational or procedural nature.

Requires ability to gain and maintain effective working relationships with associates, vendors, clients, and others.

Requires ability to plan, coordinate and schedule the activities of work associates to achieve desired results.

Requires ability to perform written analysis and design activities.

Requires ability to travel.

Requires developed oral and written communication skills to present technical information to others with clarity and precision.