



FLSA: COVERED
EEO: 2
JUNE 2024

SYSTEM SUPPORT ANALYST (IMS)

DEFINITION

Under general supervision, the System Support Analyst serves as the main resource person for users of a statewide automated system and related systems which support public assistance and/or child welfare services; answers user questions; analyzes, investigates, and resolves computer-related problems; improves and modifies systems; provides training and instruction; coordinates with the state central help desk; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The System Support Analyst is a full journey level classification. Incumbents are required to apply extensive knowledge of multiple public assistance and/or child welfare programs, automated public assistance and/or child welfare systems, computer hardware equipment and software applications. The System Support Analyst may provide functional direction to eligibility or social services staff and fiscal staff for duties related to the help desk function.

REPORTS TO

Higher-level supervisor or manager.

CLASSIFICATIONS SUPERVISED

May provide direction to eligibility or social services staff and fiscal staff for duties related to the help desk function.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Acts as a resource person for users by answering questions and resolving problems related to the use, application, and operation of a statewide automated system which supports public assistance or child welfare programs.
- Diagnoses problems to determine if the cause is due to system, software, hardware, or other sources, and corrects problem and operational procedures or refers more difficult problems to appropriate personnel or vendors.
- Troubleshoots and corrects problems with peripheral equipment such as printers and print servers.

- Researches regulations, procedures and/or technical reference materials as necessary.
- Reviews upcoming changes to programs, regulations or system (All County Letters, Management Change Requests), identifies impact on and necessary changes to the statewide automated system and provides recommendations.
- Troubleshoots case problems and reviews change requests from staff, applies rules and regulations, determines if a change to the statewide automated system is required and provides recommendations. Develops workarounds when necessary.
- Analyzes mainframe data for system problems, and researches problems to identify appropriate action to take.
- Meets with management, supervisory staff, and other staff regarding systems usage, improvements, modifications, maintenance, and training needs for workers.
- Works with computer support personnel in identifying problems with the system, programs, PC's, or printers.
- Works with programmers, computer vendors, and computer personnel to improve the effectiveness of the system.
- Coordinates with the state central help desk personnel to resolve problems.
- Documents and tracks system problems and writes reports on issues.
- Stays abreast of the statewide automated system procedures, and prepares on-line bulletins to inform users of changes or additions.
- Writes or assists in writing and revising procedures, instructional materials and staff development tools for systems-related training.
- Develops system training material for users, or recommends outside contractors to provide training.
- Attends meetings and represents department at meetings with other departments and agencies for information sharing, system improvements and implementation of changes.
- Develops and produces ad-hoc reports from the automated system in response to requests from departmental personnel.
- Creates spreadsheets, templates, and/or forms to assist users.
- Authorizes system access to new users, assigns users a profile and password.
- Relocates computer equipment and printers.
- Maintains and installs personal computer software, such as word processing, email, spreadsheet, anti-virus software and provides training.
- Confers with staff regarding system hardware and/or software needs, conducts research, recommends purchases, and completes necessary paperwork.
- Performs quality review of staff cases to ensure compliance with regulations and/or full system utilization.
- Performs related duties as assigned.

ESSENTIAL QUALIFICATIONS

Knowledge of:

- Departmental goals and program objectives.
- Statewide automated systems from a user perspective and general application.
- Terminology relating to computer software, hardware, and peripheral equipment.
- Methods of system diagnostics, error research and trouble-shooting.
- Training methods and techniques.

Ability to:

- Evaluate and interpret automated information systems from a user perspective.
- Identify, evaluate and research operational problems, make independent judgments and implement changes.
- Troubleshoot system, hardware and software problems.
- Gather information and analyze data to establish or identify needs and make recommendations for improvement.
- Ability to interpret and evaluate program effectiveness; draw logical conclusions and make appropriate recommendations.
- Understand, interpret and apply rules, regulations, ordinances and legislation; stay abreast of new program regulations and legislation; and determine the impact of regulatory change on local operations and systems.
- Maintain records, document actions, prepare narratives and related reports.
- Read and comprehend written material on a wide variety of technical subjects.
- Organize, prioritize, schedule and coordinate work flow to meet production deadlines.
- Establish and maintain effective working relationships with all persons contacted during the course of work.
- Maintain confidentiality of information.
- Communicate effectively orally and in writing.

Public Assistance Services Option (In addition to the general KAs)

Knowledge of:

- Legislation, regulations, and procedures related to multiple public assistance programs and related case administration techniques.
- Work methods and techniques employed by eligibility staff, including documentation and reporting requirements.
- Statewide automated systems which support public assistance programs from a user perspective and general application.

Child Welfare Services Option (in addition to the general KAs)

Knowledge of:

- Legislation, regulations, and procedures related to multiple child welfare programs and related case administration techniques.
- Work methods and techniques employed by social services staff, including documentation and reporting requirements.
- Statewide automated systems which support child welfare programs from a user perspective and general application.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers and FAX. Some positions may require the ability to lift up to 40 lbs.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

TRAINING AND EXPERIENCE

Education

Computer related education, training, or experience that provided knowledge of operating systems such as Windows and a major software application;

AND

Experience

Two (2) years of full-time experience that has included the use of a statewide automated system and related systems, which support either public assistance or child welfare programs (depending on option recruited for). This experience must have provided the applicant with broad knowledge of the relevant programs and statewide automated system.

SPECIAL REQUIREMENTS

Some positions in this classification may require possession of a valid California Driver License. Employees who drive on County business to carry out job-related duties must possess a valid California Driver license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.