MAJOR FUNCTION

This is technical work performing second-level support for the diagnosis and resolution of hardware and software communications problems for the City's data communications network or Smart Grid network. An employee in this class determines the source and resolves computer, local and/or wide-area network communication problems, referring more complex software and hardware problems to higher technical support levels. Work is performed under the supervision of a Senior Technical Support Analyst or higher-level supervisor, work is reviewed through observations, conferences, and reports for the achievement of desired results.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Receives second-level trouble reports related to data communications equipment. Performs diagnostic testing, using electronic equipment to resolve network communications problems. Resolves and completes customer incidents received through on-line help desk software by direct contact with users. Collects statistical data for network activity reporting. Communicates and documents problems clearly and concisely. Installs operating system software. Modifies network file servers. Resolves problems with all data communications local and wide-area network equipment. Examines ports and software components. Examines communications system software. Configures software. Examines hardware and software routers. Handles operational interfaces to the network and mainframe operating systems. Configures network computers. Configures software that allows for the installation of computers. Coordinates interface activities. Configures software security system. Performs related work as required.

Utility Services: Diagnoses the source and resolves Smart Grid Gatekeeper to Smart Meter and Smart Meter to Smart Meter local and wide-area network communication problems. Programs, analyzes and develops resolution plans for front line trouble reports related to Smart Meter to Gatekeeper and Smart Meter to Smart Meter communications. Manages diagnostic testing using CIS, EAMS, Metercat, GPS and Inspector Manager to resolve Gatekeeper and Smart Meter reporting problems. Team leader in coordinated efforts between staff and outside technical vendors while trouble shooting communication issues. Develops resolution plans for issues associated with all Smart Meter to Smart Meter and Smart Meter to Gatekeeper communication local and wide-area network equipment. Manages the collection of statistical data for Smart Grid network activity reporting. Analyzes and reports test failures to appropriate level of detail for defect submission and remediation. References schematics and manufacturers manuals as necessary to perform system repairs. Verifies resolution of resolved defects and participates in root cause analysis of reported defects. Develops documentation and test procedure reviews. Manages all test records, logs and certificate documents. Interprets and presents test results/metrics in an effective manner. Improves systems by studying current practices, designs modifications. Recommends controls by identifying problems; writes improved standards and procedures. Manages Smart Grid Communication equipment and parts inventory. Tracks ordered equipment and supplies. Performs related work as required.

Technology and Innovations: Handle complex escalated technical support calls from customers. Troubleshoot and resolve advanced technical issues involving hardware, software, and networking components. Document all customer interactions, diagnostics, and issue resolutions accurately in the ticketing system. Collaborate with cross-functional teams to resolve deep-rooted technical problems. Identify and report common trends or product issues and suggest improvements in processes or product functionality. Assist in creating and updating knowledge base articles, FAQs, and training materials for support staff. Perform related work as required and complete special projects as needed.

Other Important Duties
May provides on the job training for the Network Support Specialist. Collects statistical data for network activity reporting. Maintains terminal inventory and network wiring lists. Installs or configures telecommunications components. Assists the Technical Support Analyst II and the Senior Technical Support Analyst as necessary. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Considerable knowledge of data communications, electronics, data processing equipment, terminology, and standard practices associated with data communication networks. Ability to utilize knowledge of the operation of large-scale computers, the operating systems, the message control system, the data communications (DCOM) network, and electronic hardware to analyze and diagnose system, DCOM, and terminal related problems. Ability to isolate, define, and resolve failed components in data communications network. Ability to install and configure various types of network terminals or other telecommunications components. Ability to program or reprogram network modems and testing equipment. Ability to learn new methods, procedures and operations. Ability to maintain an impartial and professional demeanor when investigating network problems. Ability to understand and effectively carry out verbal and written instructions. Ability to establish and maintain effective working relationships as necessitated by the work. Highly developed skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience
Possession of a bachelor's degree in data processing, information systems, computer science, or a related field and one year of experience that includes computer system analysis and/or programming; or an equivalent combination of training and experience.

Technology and Innovations: Possession of a bachelor's degree in data processing, information systems, computer science, or a closely related field, or an equivalent combination of training and experience in a technology related field.

Necessary Special Requirement
Must possess a valid Class E State driver's license at the time of appointment.

This position includes a variety of responsibilities and requires a high degree of sensitivity to confidential matters. The selected applicant must successfully complete a criminal background check including fingerprints. Must obtain Criminal Justice Information Systems (CJIS) certification within 30 days of employment and maintain the required certification during employment.

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