

## **FUNCTIONAL AREA 3- NAIC CODE 541513- Computer Facilities Management Services:**

### ***CLIN 1 – Project Manager – Senior:***

Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

### ***CLIN 2 - Client/Server Support Analyst:***

Under general supervision, assists with personal computer operating systems software and communication system software. Designs, tests, and maintains personal computer systems. Responsible for analyzing and solving personal computer-related problems. Responsible for security, integrity, and reliability of personal computer systems. Tests and integrates new hardware, systems and modifications to existing equipment and systems. Performs research/investigations, analysis, design, testing, and installation of supported hardware and software. Schedules installation of new hardware and software and modifications to existing systems. Monitors performance of hardware and its capacity in all assigned locations. Recommends and implements enhancements to existing hardware and systems.

### ***CLIN 3- Computer Operations Manager:***

Responsible for all activities relating to the operation of centralized data processing equipment and peripheral information systems equipment. Establishes detailed schedules for the utilization of all equipment in the computer operations section to obtain maximum utilization. Assigns personnel to various operations and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the computer operations section. Frequently reports to a Director of Information Systems Operations.

### ***CLIN 4 – Help Desk Coordinator – Intermediate:***

Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.

### ***CLIN 5 Help Desk Coordinator – Senior:***

Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.

***CLIN 6 – Help Desk Manager:***

Has overall responsibility for help desk operations associated with the identification, prioritization and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Requires 3 years experience in the field.

***CLIN – 7 – Help Desk Support Services Specialist – Intermediate:***

Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.

***CLIN 8 Help Desk Support Services Specialist – Senior:***

Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

***CLIN 9 - LAN/WAN Administrator:***

Monitors LAN, WAN, and servers. Provides batch monitoring, tape back-up, and restoration. Responsibilities include performing data configuration and installation of routers and firewalls. Administers mail system and implements new database architecture. Monitors and conducts performance evaluation of networks. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks.

***CLIN 10 - Network Operations Supervisor:***

Provides first level guidance/direction (either as a full-time supervisory position or on a project management basis) to network operation and maintenance analysts, technicians, and/or engineers. Performs technical analysis of complex software, hardware, and transmission facility using various diagnostic tools in support of efficient network operations. Provides guidance/direction for engineering efforts and test and evaluation programs. Performs on-site engineering when required. Typically requires five years of experience in operations, maintenance, and sustained engineering of LAN to WAN internetworking. Frequently reports to a Regional Manager or Operations Manager.

***CLIN 11 - Operations/Technical Support Manager:***

Responsible for all activities relating to technical guidance for planning, directing, and monitoring information systems operations. Plans and recommends machine modifications or additional equipment to increase the capacity of the system. Prepares operational cost estimates for current and proposed projects. Evaluates vendor proposals for purchases of hardware. May manage related outsourcing contracts and service levels. Directs compilation of records and reports concerning production, machine malfunctioning, and maintenance. May advise or consult

on organizational, procedural, and workflow plans, methods, and procedures analysis. Analyzes the results of workflow plans, monitors the operating system(s) and recommends changes to improve processing and utilization. May have departmental staff responsibility. Frequently reports to an Information Systems Operations Manager or Director of Information Systems Operations.

***CLIN 12- PC Products Analyst:***

Under general supervision, analyzes and evaluates microcomputer products and systems available in the marketplace. Analyzes such products for compatibility, expandability, and ease of use and support. Recommends to management the support or nonsupport of evaluated products. Participates in the development and customization of products. Designs application options/screens compatible with mainframe applications. Prepares product development documentation regarding use of product. Frequently reports to a PC Support Manager.

***CLIN 13 - PC Systems Specialist:***

Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Frequently reports to a PC Support Manager.