CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Enterprise Systems Specialist	**Class Number:**	1053262
FLSA:	Exempt	**Pay Grade:**	13 B
Dept:	Information Services Center		

Classification Function

The purpose of the classification is to install, maintain and troubleshoot the operating system software and attached hardware. The incumbent develops procedures and improves system performance.

Distinguishing Characteristics

This is journey level classification, working under general supervision from the unit manager or division administrator. The employee in this class is expected to be fully aware of the operating policies and procedures of the work unit and to perform the full range of duties assigned. Positions at this level receive instruction or assistance only as unusual situations arise and are expected to exercise independent judgment and initiative.

Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

60% +/- 15%

- Installs, maintains, troubleshoots, and provides optimal performance of operating system software and attached hardware on the County's mainframe systems and on guest virtual machines (software that executes instructions like a physical machine); upgrades operating systems; improves software performance by performance tuning; maintains third party software; manages disk space and virtual tape usage; allocates, moves or resizes user datasets; performs Initial Program Load (IPL) - the process of loading the operating system of a mainframe into the computer's main memory- the equivalent of rebooting a personal computer; responds to off-shift problems; documents procedures.

30% +/- 15%

- Fulfills requests from software users; services user requests for changes and or resource allocation; facilitates resources for testing and use of the various software running on the system; provides support and assistance to the various users at both ISC and the other county agencies that use our services; assists users in the analysis of problems.

5% +/- 15%

- Liaison with IBM and other software and hardware vendors; installs and upgrades independent vendor software.

5% +/- 15%

- Assists other ICS staff in projects, as needed.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in computer science or a related field with five years experience in programming and installing mainframe hardware and software; or an equivalent combination of education, training, and experience.

Additional Requirements

No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Data Utilization

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

Physical Requirements

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

Supervisory Responsibilities

- No supervisory responsibilities.

Mathematical Ability

- Ability to add, subtract, multiply, and divide; may require basic algebra, geometry and trigonometry.

Language Ability & Interpersonal Communication

- Ability to comprehend a variety of informational documents including software product programs and procedures, job control language, system logs, job output, install documents, manuals, virtual tape reports, job output listings, and software documentation.

- Ability to comprehend a variety of reference books and manuals including software manuals and accounting principles.

- Ability to prepare software upgrade planning documents, job control language, parameters, charts and diagrams, procedures, documentation, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.

- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including software support personnel, mainframe users, vendors, and working groups.

- Ability to use and interpret accounting terminology and computer languages.

Environmental Adaptability

- Work is typically performed in an office environment.

Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.