



**SYSTEM SUPPORT SPECIALIST - DHS**

**SCOPE OF WORK:**

Work involves providing administrative and technical support of mainframe and knowledge-based rules computer systems including support, maintenance, training, enhancements, and projects. These functions align the computer systems with state and federal laws, rules, regulations, and policies for economic assistance and health care coverage programs to correctly determine eligibility and benefits.

**DUTIES PERFORMED AT ALL LEVELS:**

- Maintain knowledge of state and federal laws, rules, regulations, and policies related to the program(s); interpret documents to determine changes to program(s) and/or system(s) operations.
- Identify, research, analyze, and resolve system(s) problems; collaborate with policy staff, system(s) users, and programmers/analysts in the Information Technology Department (ITD) and Division of Information Technology (DoIT).
- Develop and process work orders/service requests and test plans for policy changes or system(s) problems.
- Research, analyze, and resolve help desk problems encountered by system(s) users; log and document all calls/letters.
- Develop, design, and provide training and materials to system(s) users.
- Prepare, process, maintain, and update documentation, records, manuals, and reports for system(s) usage.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

**SYSTEM SUPPORT SPECIALIST I**

4005

GRADE I

**LEVEL DEFINITION:**

Positions at this level primarily perform help desk, maintenance, and training duties for a single program and/or computer system and typically include limited major enhancements or projects.

CLASS CODES: 4005  
4006  
4007

ND Class Description  
System Support Specialist - DHS

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ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in an information technology related field, business or public administration, or administrative/office management, and one year of work experience determining eligibility for human service programs or in the information technology or human service fields. Additional work experience as described may substitute for the education requirement on a year-for-year basis. The agency may require specific work experience depending on the position to be filled.

**SYSTEM SUPPORT SPECIALIST II**  
GRADE J

4006

LEVEL DEFINITION:

Positions at this level perform help desk, maintenance, and training duties and include major enhancements or projects for multiple programs and computer systems.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Identify, research, analyze, and resolve systems problems during the system analysis and design phase for enhancements and projects.
- Identify, research, analyze, design, and process comprehensive work requests, test plans, and case scenarios during the acceptance testing phase for enhancements and projects to test policy changes, systems problems, and resolutions.
- Collaborate with policy staff, systems users, and programmers/analysts from ITD and DoIT for problem resolution throughout the analysis, design, and testing phases for enhancements and projects.
- Monitor system activities to provide effective planning and enhancement of the systems.
- Maintain knowledge of interfaces between DHS computer systems and systems of other government agencies to research, analyze, and resolve problems.
- May serve as a lead for support, maintenance, training, enhancements, or projects.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in an information technology related field, business or public administration, or administrative/office management, and two years of work

experience determining eligibility for human service programs or in the information technology or human service fields. Additional work experience as described may substitute for the education requirement on a year-for-year basis. The agency may require specific work experience depending on the position to be filled.

**SYSTEM SUPPORT SPECIALIST III**  
GRADE K

4007

**LEVEL DEFINITION:**

Positions at this level supervise other specialists within the unit.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- Provide technical guidance and expertise to other specialists in the unit.
- Assign and evaluate work of other specialists in the unit.

**MINIMUM QUALIFICATIONS:**

Requires a bachelor's degree in an information technology related field, business or public administration, or administrative/office management, and four years of work experience determining eligibility for human service programs or in the information technology or human service fields. Additional work experience as described may substitute for the education requirement on a year-for-year basis. The agency may require specific work experience depending on the position to be filled.

Eff. Date: 9/89

Rev: 2/00 – Word processing conversion

Rev: 4/05 – TECS Support Specialist series renamed System Support Specialist; updated series, added 3<sup>rd</sup> level

Rev: 7/12 – Conversion to Hay System

Rev: 10/14 – added computer systems work experience to minimum qualifications

Rev: 1/15 – revised level definitions for levels II and III, and revised duties of level III

Rev: 2/16 – revised minimum qualifications at all levels