

Information Services Specialist (1456)  
Task List

**Testing, Operation, and Maintenance**

1. Analyzes requirements (e.g., network technologies, mainframe operations), capabilities (e.g., running basic diagnostics), and parameters (e.g., system performance, cyber security, utilization) of computer operating systems such as Microsoft Windows and software (e.g., tape management systems, Network Attached Storage [NAS], cyber security management software, job submission software, and automated operations software) designed to manage and control large data processing center services by reviewing logs and configuration files, using the internet to identify solutions to operating problems, and by performing tests of the operating systems in order to ensure that operating systems are functioning in compliance with pre-defined computer performance parameters established by higher-level information systems personnel such as Information Systems Managers.
2. Develops and modifies operations procedures such as monitoring, notifying, and reporting of system status, and software support procedures such as data backup, log monitoring, and virus scanning by gathering information (e.g., system generated performance data, event/error logs) necessary to satisfy procedure requirements, and monitors these operations and software support procedures by identifying exceptions or predefined system thresholds (e.g., dropped requests per second, quantity of messages in outbound queue, quality of signal strength) that have been breached in order to ensure that users and operators are adhering to established operation and software procedures.
3. Monitors predefined (operating) system thresholds and addresses exceptions by analyzing data points, performing research on the internet, and by contacting vendor technical support by telephone or email to ensure that the performance (e.g., network, cyber security, and processing speeds) of software such as Oracle Enterprise Manager, Security Information and Event Management (SIEM), and information network components such as Vitalnet, Splunk, QRadar, and Spotlight are operating efficiently and to pre-defined specifications.

**Troubleshooting and Diagnosing**

4. Diagnoses computer hardware and software problems (e.g., failed network interface card and insufficient resources for operating system to handle current program operations) for mainframe, server, and client operating systems such as z/OS, Linux/UNIX, Windows Server, and Windows Desktop by reviewing trouble tickets, logs, and performance metrics, and develops technical solutions (e.g., patches, configuration changes) to these problems by reviewing electronic documents (e.g., Microsoft Word) stored on a central shared drive containing histories of past issues and how to effectively resolve them, and by physically removing, replacing, and restoring system components, or by contacting vendor product support by telephone or email in order to devise methods and strategies to effectively resolve system issues or to inform appropriate personnel responsible for resolving these issues.

## **Installation and Modification**

5. Coordinates and supports the installation, removal, and modification (e.g., configuration changes or patches) of central and distributed computerized information network components such as switches, routers, firewalls, load balancers, and network diagnostic equipment (e.g., Fluke network meter, Wire Shark, InfiniStream) by communicating with stakeholders and end-users via email, telephone, and in-person, and assisting Systems Programmers, Information Systems Managers, Programmer Analysts, and Senior Systems Analysts in the more technical work by patching server operating systems and installing new servers to replace aging equipment in order to improve reliability and availability of systems.

## **Documentation**

6. Documents computer hardware and software configuration activities according to Information Technology Infrastructure Library (ITIL; e.g., incident management, problem management, change management, release management) processes using Remedy on Demand, Visio, Microsoft Excel, Microsoft Word, and web pages to create written records of hardware and software configurations.
7. Creates and routinely updates inventory of network components (e.g., routers, firewalls, load balancers, switches), servers, and storage using an asset management system and Microsoft Excel after having conducted physical surveys of the infrastructure and verifying gathered survey data (e.g., model, configuration, location, and quantity).

## **Customer Service**

8. Provides technical assistance to end-users and technical staff (e.g., Electrical Engineering Associate, Communications Electrician) in data processing divisions at the Department of Water and Power (DWP) related to computer hardware and software issues such as equipment failure, new equipment installation, software, and cyber security when contacted for assistance via email, in-person, or telephone by investigating issues through performing system diagnostics (e.g., reviewing logs and performance metrics) in order to resolve system issues and provide clarification on system operating processes.
9. Delivers training to end-users and system operators (e.g., Customer Service Representatives, Computer Operators, and Data Processing Technicians) in the areas of system operations, user training, and equipment and software use, as well as in basic problem determination and resolution techniques such as log review by conducting in-person training sessions, and demonstrating correct usage of software in order to equip users and operators with the knowledge to resolve basic hardware and software issues independently.