Summary of Duties: Performs various paraprofessional duties in assisting professional systems staff in the analysis and implementation of procedures, methods and operations of computer-based information systems; and does related work.

Distinguishing Features: A Systems Aide performs a variety of paraprofessional duties in assisting Systems Analysts and other data processing personnel. This class is distinguished from technical data processing classes in that the incumbents in the class of Systems Aide perform, under close supervision and in a training capacity, many of the duties performed by professional Systems Analysts. This class is distinguished from professional systems classes in that employees in the professional systems series are required to exercise more independent judgment and perform the more complex and analytical systems work. Incumbents in this class, however, may perform certain basic, low-level programming duties while working with application development tools such as FOCUS, SAS, Paradox and Lotus. Work is evaluated according to the quality of results obtained.

The class of Systems Aide is distinguished from the class of Information Services Specialist in that the latter works primarily on central and distributed computerized information network components such as multiplexors, terminals, network diagnostic equipment, communication lines, cabling and controllers. Systems Aide duties are usually limited to work on departmental, distributed and personal computer systems and related utility and packaged software. However, some incumbents may be assigned to certain mainframe related duties involving the use of a mainframe terminal.

The main purpose of this class is to provide clerical and non-professional employees who have some experience in a computer-based information systems environment with an opportunity to receive on-the-job training and experience which will enable them to develop the technical and analytical skills necessary to qualify for promotion to a professional-level systems class. Employment as a Systems Aide is limited to five years during which time the incumbent is expected to qualify for promotion.

Examples of Duties: Under the direction of professional staff, a Systems Aide does the following:

I.   Performs basic requirements and capabilities analysis for departmental, distributed and personal computer systems and related software packages;

II.   Develops, documents, and maintains required processing,
       control, management, and usage support procedures;

Examples of Duties (Cont.):

*   Installs, tests, customizes, and implements software and
       hardware facilities;
*   Identifies usage and operations problems;
*   Monitors and coordinates problem resolution with
       responsible vendor and City personnel;
*   Monitors operation and performance to ensure system
       efficiency and effectiveness;
*   Maintains related inventory, problem or change management
       information;
*   Evaluates personal computer requests;
*   Performs cost-benefit analysis;
*   May design and administer surveys;
*   Calculates frequencies and averages and produces graphics
       using end-user application development tools such as SAS,
       FOCUS, Paradox, and Lotus;
*   Organizes data by preparing event sequence descriptions;
*   Prepares or upgrades system sites for equipment
       installation;
*   Sets up and configures hardware and software system
       components;
*   May conduct end-user training programs;
*   May act as technical liaison with end-users responding to
       requests for assistance in such areas as program operation,
       hardware and/or software problems, or application design;
*   May occasionally be assigned to other duties to meet
       technological changes or emergencies.

Qualifications:

A general knowledge of:

*   Data processing fundamentals;
*   Basic 4th generation application development tools;
*   Hardware and software system implementation activities; and
*   Automation benefits.

The ability to:

*   Recognize, operate, and perform user-level maintenance on
       basic system components such as printers, disk drives,
       tapes, plotters, and related peripheral equipment;
*   Access automated files and generate computer reports;
*   Read and comprehend technical material;
*   Communicate effectively both orally and in writing; and
*   Deal tactfully and effectively with City officials,
       department management and other individuals, groups and

agencies.

<u>Minimum Requirements:</u>

Three years of full-time paid experience in a class at the level of Senior Clerk which provides experience in the analysis, design, modification or implementation of computer-based information systems, and/or the installation and support of hardware and software components associated with departmental, distributed and personal computer systems is required for Systems Aide.

<u>License:</u> A valid California drivers' license and a good driving record may be required.

<u>Physical Requirements:</u> Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; good eyesight.

Those with medical limitations may be able to perform the duties of some positions in this class with reasonable accommodation. The decision to accommodate someone's limitations will be made on an individual basis and depends on the types of limitations, what the hiring department can reasonably do to accommodate them, and the specific qualifications for the job.

> As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.