



THE CITY OF OKLAHOMA CITY  
invites applications for the position of:

## SYSTEMS SUPPORT SPECIALIST II

**SALARY:** \$60,572.88 - \$92,665.44 Annually

**OPENING DATE:** 04/07/20

**CLOSING DATE:** 04/21/20 11:59 PM

### DEPARTMENT INFORMATION, JOB SUMMARY AND ESSENTIAL JOB FUNCTIONS:

**NOTE:** The normal starting salary for this position is \$60,572.88/annually. A higher salary may be considered, dependent on the qualifications and experience of the selected applicant and/or the City's step placement policy.

This job classification has been designated as a safety sensitive job classification in accordance with the Oklahoma Medical Marijuana and Patient Protection Act, 63 O.S., § 427.1 et seq., (OSCN 2019), effective August 29, 2019. This means employees in this job classification can be subject to disciplinary action up to and including termination if they test positive for marijuana components or metabolites, even if they possess a medical marijuana license.

This posting is located in the **Infrastructure Division** of the **Information Technology Department** with the City of Oklahoma City and is under the direction of an immediate supervisor. The Systems Support Specialist II is a fully-trained practitioner who possesses full functional knowledge of the assigned specialty. Incumbents support a range of Information Technology programs including Client Support, Network and Communications Infrastructure, Public Safety Communications and Information Security. **Essential job functions include:** providing technical support for enterprise hardware components and software; troubleshooting system components; and implementing new and replacement systems. The Systems Support Specialist II may be responsible for making assignments and functionally supervising the work performance of the Systems Support Specialist I classification. Work efforts and final products are reviewed at the discretion of the supervisor.

### **VETERANS PREFERENCE**

Honorably discharged veterans of the United States Active Duty Armed Forces, National Guard and Reserve Forces who are not currently employed full-time by the City of Oklahoma City shall receive five (5) points added to the passing score on an initial selection process. Qualified applicants must upload a copy of their DD Form 214 or NGB Form 22 indicating discharge type/character of service at the time of application.

### **JOB REQUIREMENTS:**

#### **JOB REQUIREMENTS--GENERAL**

- Skill in the research and development of feasibility studies for technology solutions.
- Skill in communicating technical information to non-technical personnel.
- Skill in developing effective system documentation.
- Knowledge of existing enterprise operating systems and productivity software.
- Knowledge of Active Directory user and group administration principles.
- Knowledge of enterprise change management policies and procedures.
- Knowledge of basic project management principles.
- Ability to work independently or with others through coordinated efforts.

- Ability to perform as a first level supervisor or team lead.
- Possession of a valid driver license (Operator).

### **JOB REQUIREMENTS--INFRASTRUCTURE SUPPORT**

- Knowledge of and skill supporting Enterprise Systems stability, security, and integrity in an Enterprise Domain using administrative tools.
- Ability to execute thorough disaster recovery testing procedures at the direction of immediate supervisor.
- Ability to install, configure, monitor, troubleshoot and tune Enterprise Infrastructure, under the direction of an immediate supervisor.

### **DEPARTMENTAL PREFERENCES**

- Two years' experience with Microsoft Hyper-V and VmWare Esx virtualization platforms.
- Two years' experience supporting enterprise servers and storage.
- Experience with enterprise backup processes and systems.

### **WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:**

#### **WORKING CONDITIONS--GENERAL**

- Primarily indoors in a climate-controlled environment.
- Occasionally required to work beyond normal work hours or to change work hours when conducting training or systems analyses.
- Occasional local and out-of-town travel.

**NOTE:** Typical City employee working hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. However, working hours vary (may require work to begin before 8:00 a.m. and/or end beyond 5:00 p.m., and/or may require work on weekends and holidays), and are subject to change, based on the duties and location of the position and the business needs of the assigned work unit/department.

#### **PHYSICAL REQUIREMENTS**

- Strength enough to frequently lift, push, pull or carry computer/network infrastructure components weighing up to 50 lbs. without mechanical assistance.
- Arm-hand dexterity enough to demonstrate and operate keyboards, small diagnostic equipment, remove and replace small components from computer systems, network cabling, or other related hardware configurations, etc.
- Near vision enough to read training manuals, small component labeling on computer hardware components such as motherboards, expansion slot cards, chipsets, etc.
- Hearing enough to understand and communicate by telephone and in person.
- Speech enough to communicate by telephone and in person when conducting training or providing assistance.
- Body dexterity to climb bend, twist and crawl in small or confine spaces.

#### **OTHER NOTES:**

**NOTE:** City employees are required to receive pay electronically, either via direct deposit or pay card.

**NOTE:** Full-time employees on the Interdepartmental lateral transfer/voluntary demotion list who are interested in this position must submit an application through the standard process.

**NOTE TO FORMER EMPLOYEES:** To participate in any selection process, former employees must be eligible for rehire. If you are unsure of your rehire status, please contact the Personnel Department at (405) 297-2530. If your rehire status has been coded "Not Eligible," "Eligible 3," or "Conditional," you will need to request a review of your rehire status through the Personnel Department's Labor Relations Division.

**NOTE:** Upon a conditional offer and acceptance of employment, the City of Oklahoma City will conduct a background investigation/verification. Applicants will be provided contact information for any third-party reporting agencies used to collect background information in connection with conditional offers of employment.

**NOTE:** Applicants will be provided a copy of the City of Oklahoma City's Drug and Alcohol Testing Policy upon conditional offer and acceptance of the position and prior to being directed for a health screen/physical examination and drug test.

**NOTE: Completion of the supplemental questions is required. Applicant responses to supplemental questions must specifically answer the questions asked. Responses to supplemental questions must be supported by work history/information listed on the application/resume. Applications may not be reviewed if specific responses to supplemental questions have not been provided.**

#### **AN EQUAL OPPORTUNITY EMPLOYER**

If you require reasonable accommodation at any time during the hiring process, please notify one of the Personnel Department Representatives by calling 405-297-2530.

**Recruiter:** MF

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APPLICATIONS MAY BE FILED ONLINE AT:

[www.okc.gov](http://www.okc.gov)

Position #202000355  
SYSTEMS SUPPORT SPECIALIST II

100 North Walker Avenue  
Oklahoma City, OK 73102  
405.297.2303

[careers@okc.gov](mailto:careers@okc.gov)

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#### **SYSTEMS SUPPORT SPECIALIST II Supplemental Questionnaire**

- \* 1. Can you meet the essential job functions, job requirements, working conditions, and physical requirements of this position as stated on the vacancy announcement with or without reasonable accommodation? NOTE: If you require reasonable accommodation at any time during the hiring process or while employed with the City of Oklahoma City, please notify a Personnel Department Representative by calling 405-297-2530.
- \* 2. What type of valid driver license do you possess?
  - I do not possess a valid driver license.
  - Class A CDL
  - Class B CDL
  - Class C CDL
  - Valid Driver License (Operator)
- \* 3. If you have skill in the research and development of feasibility studies for technology solutions, please describe this skill. Where and when did you gain this skill, and how have you applied this skill? If you do not have this skill, type in N/A.
- \* 4.

If you have skill in communicating technical information to non-technical personnel, please describe this skill. Where and when did you gain this skill, and how have you applied this skill? If you do not have this skill, type in N/A.

- \* 5. If you have skill in developing effective system documentation, please describe this skill. Where and when did you gain this skill, and how have you applied this skill? If you do not have this skill, type in N/A.
- \* 6. If you have knowledge of existing enterprise operating systems and productivity software, please describe this knowledge. Where and when did you gain this knowledge? If you do not have this knowledge, type in N/A.
- \* 7. If you have knowledge of Active Directory user and group administration principles, please describe this knowledge. Where and when did you gain this knowledge? If you do not have this knowledge, type in N/A.
- \* 8. If you have knowledge of enterprise change management policies and procedures, please describe this knowledge. Where and when did you gain this knowledge? If you do not have this knowledge, type in N/A.
- \* 9. If you have knowledge of basic project management principles, please describe this knowledge. Where and when did you gain this knowledge? If you do not have this knowledge, type in N/A.
- \* 10. If you have knowledge of and skill supporting Enterprise Systems stability, security, and integrity in an Enterprise Domain using administrative tools, please describe this knowledge and skill. Where and when did you gain this knowledge and skill, and how have you applied this skill? If you do not have this knowledge and skill, type in N/A.
- \* 11. If you have two years' experience with Microsoft Hyper-V and VmWare Esx virtualization platforms, please describe this experience including your duties and responsibilities. Where and when did you gain this experience? If you do not have this experience, type in N/A.
- \* 12. If you have two years' experience supporting enterprise servers and storage, please describe this experience including your duties and responsibilities. Where and when did you gain this experience? If you do not have this experience, type in N/A.
- \* 13. If you have experience with enterprise backup processes and systems, please describe this experience including your duties and responsibilities. Where and when did you gain this experience? If you do not have this experience, type in N/A.

\* Required Question