

## **Emerging Technology Supervisor**

### **Job Code 50036959**

#### **General Description**

Responsible for complex technical work involving support of computer operating systems software and assistance in the evaluation, selection installation and maintenance of systems software and hardware for the University.

#### **Examples of Duties**

Analyze logs and take corrective action on software/hardware failures.  
Review and analyze logs to detect computer security violations.  
Recommend possible improvements and troubleshoot problems.  
Write high level system programs.  
Analyze crash dumps.  
Install new versions of operating systems, layered products, and third party software.  
Maintain files on disk structures to avoid degradation of performance.  
Administer and manage system and network resources.  
Provide technical support and write high level routines for application programmers in ISS  
Work on special projects for the Manager of Computer Resources.  
Provide technical user support on systems software and third party software.  
Maintain mainframe operating system and software libraries and documentation.  
Install new computer systems and network hardware.  
Administer hardware and software maintenance/support contracts.  
Review logs of computer usage data accumulation and take appropriate action.  
Generate computer usage reports for billing purposes.  
Perform other duties as assigned.

#### **Knowledge, Skills, and Abilities**

**Knowledge of:** Operating system internals, Digital layered products and third party software; of SPSS, SAS, minitab, BMDP, IFPS, System 1032, Multinet, UNIX utilities, All-in 1, PATHWORKS, Mail, News, and Web servers and clients; programming languages; outside contacts; operator and user interfaces of the University's various computer systems; computer hardware; communications protocols; DEC net, TCP/IP, AppleTalk, IPX/SPX, NetBIOS, HTTP, Ethernet, FDDI, PPP, SLIP; communication hardware; of RS232 interfaces; bridges and routers; terminal servers and other Ethernet hardware; CASE tools and programming languages; system debuggers.

#### **Skill in:**

**Ability to:** Read and understand reference manuals, computers printouts, articles in electronic

forums and trade magazines; document utilities/routines; correspond with users and vendors about products; perform advanced math; communicate effectively with others and work effectively as team member on projects; read BLISS Code; work under pressure; complete work within deadlines; maintain work effectiveness; design code, test, and debug computer programs.

### **Experience and Education**

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

### **Other Requirements**