

## Information System Specialist I

### **Work Expectations:**

- The technology supported by this position has a direct impact on large scale, cross system applications disruption of services to these applications impacts major departmental operations with the potential for significant consequences or delays.
- Problem identification and resolution requires knowledge of the system support products, the interfaces and impacts on other systems including operating systems, networks, in order to determine the source of problems and identify appropriate resolutions.
- Knowledge of relevant databases and related products supported by COM-FSM and of the various vendors.
- Knowledge of COM-FSM supported system infrastructure.
- Individual must have excellent communication skills, oral and written.
- Familiarity with products that support other aspects of the system
- Knowledge of systems principles processes and practices.
- Up-to-date on industry trends and directions.
- Understanding of the user operations and applications.
- Knowledge of COM-FSM IT standards and guidelines.
- Good analytical skills to work through all the layers/systems components to identify problems
- Work requires coordination with the client department/division, vendors, and other areas within Technical Support.
- Interactions are primarily with systems/technical staff within the department, other departments and with product vendors.