

**UNC Wilmington**  
**Operations and Systems Career Branch**  
**Descriptions of Work**  
**November 2004**

**Operations and Systems Technician**

This is technical work in the operation of computer equipment and auxiliary equipment necessary for computer equipment functioning. Work may include interaction with users to troubleshoot problems and interaction with specialists and analysts to resolve problems. This work requires a broad base of knowledge covering many areas of expertise, and requires a sufficient level of knowledge to make independent decisions when necessary.

**Operations and Systems Analyst**

This is analytical work in the administration and/or operation of computers and their operating systems. Overall operating system functions, operational procedures, and performance of computer applications are monitored and analyzed. Appropriate changes or enhancements are designed, tested and implemented. Work with vendors on troubleshooting issues. Impact analysis of upgrades to computer applications, operating systems, and utilities are performed. Initial installations and upgrades of computer applications, operating systems, and utilities are performed.

**Operations and Systems Specialist**

This is a specialized work in management of information technology equipment and systems. Work involves the advanced use of software and/or hardware tools to provide ongoing services. Will have an expertise with core infrastructure elements and how they interrelate to provide a cohesive computing environment. This work may be specialized as systems architect. Work includes optimizing systems performance, troubleshooting system problems, and analyzing usage and system load issues of a highly technical nature. Work may include coordination with customers, technicians, analysts, and specialists for problem resolution and resource planning. May include creation, installation, and modification of software and hardware, testing, and documentation on a variety of platforms .May have final technical decision responsibility. May serve as a team leader in the work unit.