

**City of Dallas**  
**Classification Specification**

<b>Title:</b>	<b>Senior Systems Programmer</b>	<b>Class Code:</b>	<b>36507</b>
<b>Application:</b>	<b>Career Series</b>	<b>Pay Grade:</b>	<b>L</b>
<b>Supplemental/Code:</b>	<b>Professional/2</b>	<b>Established:</b>	<b>10/01/94</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Revised:</b>	<b>01/01/09</b>

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**Position Purpose**

Provides senior level support for Email, Large Area Networks (LAN), and/or Mainframe Systems by ensuring the operating systems and subsystems run smoothly to meet goals for availability, response time, reliability, and specific needs of user departments.

**Essential Functions**

1. Administers Microsoft Exchange, Novell, Groupwise, and mobile messaging systems, including account administration, client installation, upgrade and update of email systems, email record retrieval, Public Folder administration provides support for hand-held electronic communication devices, including Blackberry.
2. Provides support and assumes responsibility for day-to-day troubleshooting of an assigned area such as MVS, HRIS, CICS or a LAN to provide smooth operations.
3. Installs and maintains software and hardware for LAN file servers and work stations.
4. Coordinates all upgrades and changes to one or more operating systems or other wide area of systems programming such as disk space management or capacity planning to ensure effective computer utilization; may serve as a lead programmer for lower-level programmers.
5. Develops and writes complex program changes to systems-level programs to provide a smooth operating system and adequate data storage capacity.
6. Designs special file access or storage techniques, software and hardware interfaces, and interfaces to networks to ensure effective information availability and updates systems documentation to reflect new installations, updates, and changes; develops and documents standards and policies for computer resource users.
7. Investigates new technologies and makes recommendations on applicability to City systems; assists in planning and implementing major upgrades or conversions to new methodologies to provide an efficient and up-to-date system for users.
8. Analyzes and solves software and hardware problems (both mainframe and microcomputer) as quickly as provides support for hand-held electronic communication devices, including Blackberry.
9. Creates performance measures to monitor the usage of computer resources and designs programs to report these measures.
10. Assists in preparation of high tech procurement bid and contract documents to ensure suitable technical parameters are met.
11. Updates systems documentation to reflect new installations, updates, and changes; develops and documents standards and policies for computer resource users.

12. Regular, reliable and punctual attendance is an essential function of the job.

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**Knowledge, Skills and Abilities Required to Perform Work**

Experience in administering Microsoft Exchange, Novell , GroupWise and mobile messaging systems, including hand-held electronic messaging devices.

Mastery of one or more computer operating systems (mainframe, microcomputer or LAN).

Thorough knowledge of computer architectures.

Thorough knowledge of one or more programming languages.

Thorough knowledge of computer communications protocols.

Thorough knowledge of database storage and access techniques and industry standard interfaces for hardware devices.

Knowledge of network administration.

Ability to communicate effectively both verbally and in writing.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Ability to analyze and diagnose systems problems.

**Working Conditions and Hazards**

Work performed under normal office conditions.

May be on call for systems problems.

May work evenings and weekends.

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The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.