SYSTEMS SPECIALIST - FILENET

DEFINITION

Assists in planning, configuring, and maintaining the District's FileNet Enterprise Content Management and related systems, and provides technical assistance to system users.

TYPICAL DUTIES

Provides systems administration support including: monitoring system usage, error logs, and web traffic; performing systems tuning; monitoring and optimizing disk space on servers; performing system back-ups; and planning recovery strategies.

Resolves reported problems on FileNet and related systems including software, application related, and client PC issues; and documents as necessary.

Acts as a liaison between infrastructure staff, District personnel, and vendors to enhance service and/or resolve problems.

Provides support to the user community and resolves technical issues to minimize impact on productivity.

Implements and maintains user access and profiles.

Works with developers to plan and implement technical specifications for system conversion, interfaces, enhancements, reports, and new applications.

Applies software patches and upgrades as necessary.

Maintains documentation of all strategies, processes, and procedures.

Keeps abreast of upcoming software releases and related technological changes.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Systems Specialist - FileNet applies journey-level knowledge and skills in support and enhancement of the FileNet P8 Enterprise Content Management and related systems.

A Technical Project Manager directs some of the activities involved in planning, development, and implementation of a major software applications system or directs all activities for a small software applications project.

A Senior Systems Specialist - Filenet applies advanced technical knowledge of and expertise with the FileNet P8 Enterprise Content Management and related systems to perform a full range of systems support duties.

SUPERVISION

General supervision is received from a Technical Project Manager or Senior Systems Specialist - FileNet. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

FileNet P8 Enterprise Content Management system including set-up, configuration,
performance monitoring, isolation and resolution security design, data protection, and
troubleshooting
Full range of information technology components such as PC's, servers, networks, and
operating systems
Microsoft Windows including Active Directory, AIX, and Linux
Scripting languages such as Unix Shell Script
SQL and Oracle databases
General system development methodology

Ability to:

Analyze and solve complex technical problems
Evaluate and integrate new techniques in the area of enterprise content management and
related technologies
Prepare long-range technical plans
Work effectively in a fast-paced environment
Work both independently and as a member of a team
Work effectively with customers, vendors, and IT colleagues
Write clear and logical reports, instructions, and documentation

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with an associate's degree or equivalent
semester or quarter units, preferably in computer information systems, computer science,
mathematics, or a closely related field. Qualifying experience in addition to that required may
be substituted for the required education on a year-for-year basis. Courses in FileNet
administration are preferable.

Experience:

Three years of professional computer technology systems administration and support
experience preferably in FileNet or other enterprise content management systems.

Special:

A valid California Driver License.
Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or
requirements. Requirements are representative of the minimum level of knowledge, skill, and/or
abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised   Reviewed
06-08-07   10-01-13
GK   SJ