

CCC INFORMATION TECHNOLOGY SYSTEM ANALYST, SME

Job Code	Pay Grade
18472	150

Nature of Work

This is responsible professional and technical work involving business systems, operations, production, business practices, workflow, and organization research. An employee in this classification is responsible for analyzing work and workflows. The incumbent analyzes, evaluates, and recommends technical solutions to problems and participates in implementing, supporting and documenting technical and business systems. Additional duties may include system administration, user training, documentation, and report preparation. Work requires exercising independent judgment and the ability to deliver solutions to a wide range of administrative, technology, business, and organization issues or problems in various information systems. Work is performed under the leadership of the Operations Department Head or designee.

Minimum Qualification Requirements

- At least 6 years experience with prior technical leadership in the position's assigned subject matter areas and disciplines including both general knowledge and advanced expert proficiency in up to 2 or more of the following areas: Network Management, Desktop Management, Server Management, Security Management, Storage Area Network, Middleware Management, Application Design, Application Development, Database Administration, Quality Assurance, Project Management, Document Management, Collaboration tools Management, Process Improvement/Innovation Management, and Digital Systems Management.
- Associate's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and 4 years' experience as described above; or
- Bachelor's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and 2 years' experience as described above; or
- An equivalent combination of education, training, and/or experience as described above.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate competence and/or possess certifications in one or more IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Defines application or system problem by conferring with business operations leaders and staff.
- Develops solutions by preparing and evaluating alternative workflow solutions by applying problem solving and decision making skills.
- Creates or assists in creating requirement documents and other such materials relating to new systems or reworking existing systems.
- Engages and participates with team(s) in problem resolution.
- Applies Solution Delivery Life Cycle (SDLC) process to deliver solutions.
- Performs Quality Assurance procedures to deliver a high quality solution.
- Performs systems research, logic designs and programming; prepares systems flow diagrams; develops record layouts; designs forms and specifications; develops systems procedures; prepares computer programs; designs systems enhancements.
- Performs new systems evaluation, planning, deployment and support.
- Plan and assist in implementation and enforcement of applicable technical and security standards.

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Illustrative Tasks (continued)

- Acts as technical subject matter expert for projects, which may involve computer systems hardware and networking equipment.
- Performs as liaison to other county agencies as necessary.
- Acts as a catalyst for organizational change that fosters a quality of service essential to high performance.
- Manages, and performs daily activities and multiple complex projects under the discipline of defined departmental business processes.
- Prepares and takes responsibility for project plans/schedules, and outlines requirements, tasks, work assignments, resources and critical milestones.
- Takes ownership of complex cross-sectional problems and leads a team to resolution.
- Communicates effectively, both verbally and in writing, to peers, management and customers at various levels of the organization. Prepares and delivers presentations regularly to various audiences using clear, concise and effective communication.
- Accomplishes information systems and organization mission by completing related tasks as assigned.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems, and related software applications.
- Knowledge of research techniques, methods and procedures to develop best practices and resolve technical issues.
- Ability to use and apply reference materials to research and solve problems.
- Ability to direct others to implement new and novel technologies.
- Ability to recommend changes to improve operational efficiencies.
- Ability to prepare and deliver effective presentations at all levels of the organization.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to establish and maintain effective working relationships with partners.
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports.

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Created	EEOC Code	Overtime Code
9/14	Professionals	Exempt