

BUSINESS SYSTEMS SPECIALIST

Job Code	Pay Grade
18834	150

Nature of Work

This is administrative and analytical work in the administration and coordination of business systems, operations and system support for the Office of the Clerk of the Circuit Court. Employees in this class are responsible for understanding and managing mission-critical programs for the Clerk. Duties may include preparation and administration of management reports, public view, system maintenance, Clerk records website support and special projects. Duties include a range of administrative tasks supporting Clerk's Office systems, programs and operations. Work requires the exercise of considerable independent judgment, attention to detail, and adherence to deadlines. Non-standard situations and complex problems are referred to management supervisor with recommended courses of action.

Minimum Qualification Requirements

- 2 years experience in customer service, system administration, information technology or a related field that includes lead worker, supervisor, trainer, or supervisor training; or
- Associate's Degree in business, information technology or a related field; or
- An equivalent combination of education, training and/or experience.

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 may be required to demonstrate competence and/or possess certifications in one or more specific functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to position.

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

- Creates and maintains various system accounts for attorneys, registered users, internal users, etc.
- Merges attorney party records, when appropriate.
- Maintains the Florida Bar ineligible to practice law account disable list.
- Coordinates eFiling and public access problems for internal or external users.
- Monitors, updates, and maintains View on Request (VOR) redaction requests.
- Performs project related analysis, management and coordination or related tasks.
- Performs legal and process research in support of agency Directors.
- Writes, reviews, or executes testing, change and implementation plans for new or established computer systems.
- Coordinates and participates in problem resolution, particularly when the problem involves mission-critical areas across multiple departments.
- Prepares and justifies recommendations for new systems and procedures or changes to existing systems and procedures.
- Monitors systems and user performance and recommend changes to improve efficiency.
- Supports special projects and research on administrative matters for management.

Knowledge, Skills and Abilities

- Knowledge of system administration, computer applications and software.
- Knowledge of the principles and procedures of current office operations.
- Ability to communicate orally and in writing to individuals, groups and management.
- Ability to maintain data systems, analyze data, prepare reports, analyze information, resolve administrative problems, and make recommendations to improve administrative programs.

BUSINESS SYSTEMS SPECIALIST (continued)

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Knowledge, Skills and Abilities (continued)

- Ability to prepare written and verbal reports and presentations.
- Ability to understand and follow oral and written instructions and express ideas clearly and concisely.
- Ability to respond diplomatically to inquiries or complaints.
- Ability to use various computer applications and software as well as operate other office equipment to enter and retrieve information, monitor work performed, and to communicate information.
- Ability to establish and maintain effective working relationships with customers, superiors, co-workers and agency partner staff.

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Created	EEOC Code	Overtime Code
3/16	Technicians	Exempt