



Human Resources Specialist/Dept Computer Support Specialist

Category: Classified/Excluded
Pay Grade: C25
Job Code: 20136

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs analytical, and technical work involved in planning, coordinating, and implementing human resources information systems (HRIS); serves as a departmental expert on information systems; conducts needs assessments, and makes recommendations to management, and performs as a liaison with service providers to administer office automation processes.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Prepares technical and design specifications and identifies maintenance needs;
- Prepares documentation manuals and procedures for applications, develops departmental automation standards, guidelines, and oversees receipt and setup of equipment, and installation of new or enhanced software;
- Coordinates department telecommunications, and training efforts and serves as liaison with other departments, vendors, and consultants;
- Researches and recommends procurement of hardware and software and monitors maintenance contracts and consultant services, prior to authorizing payments;
- Establishes user categories and access limitations to system resources and trains users to operate departmental computer applications;
- Coordinates and assists with information processing system installations, loads software, and resolves equipment problems, performing system recoveries and backups;
- Assigns passwords and other protection features on a departmental level;
- Advises management on applications to assist department operations;
- Responds to users' requests to generate reports;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Associate's degree in computer science, information technology, business administration, or related field and four (4) years of professional experience in the analysis and administrative management of information technology functions dedicated to human resources, personnel administration, or business related applications; or Bachelor's degree in above subjects and two (2) years of professional experience as described above; or six (6) years of professional experience in the analysis and administrative management of information technology functions dedicated to human resources, personnel administration, or business related applications or; an equivalent combination of education, training and/or experience.

Special Qualifications (May be required depending on area of assignment):

- 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.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of office automation, statistical, database, and word processing equipment and software;
- Knowledge of public administration principles and practices;
- Knowledge of data analysis and research techniques, methods, and processes;
- Knowledge of governmental purchasing, personnel, and budget practices and procedures;
- Knowledge and ability to troubleshoot and resolve routine software, hardware, and network problems.
- Skill in hardware/software diagnostic procedures;
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to organize and conduct basic training classes for non-technical users;
- Ability to develop and update procedure and operational manuals;
- Ability to perform technical computations and analyses, generate reports, and sort and categorize data;
- Ability to conduct tests, analyze results, and identify and correct errors, in the office or the field;
- Ability to establish and maintain effective working relationships with superiors and assigned employees.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.