TAX COLLECTOR SYSTEMS ANALYST

Job Code	Pay Grade
23096	T-3

Nature of Work

This is technical and analytical work requiring the analysis and implementation of information processing. Work also involves providing technical support to users of information systems. Responsibilities include preparing and submitting analysis and feasibility studies of workflow procedures, and the personnel affected by the specific application and area. Work requires a high degree of coordination with user departments, independent judgment, and initiative.

Minimum Qualification Requirements

- 6 years of experience in automated information systems or systems operations; or
- Associate's Degree and 4 years' experience as described above; 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.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Develops specifications and criteria for requisition of hardware and software.
- Facilitates meetings between vendors and users, as well as troubleshoots user issues and report them to vendors.
- Provides information system support by installing new versions of software, assigning disk space, monitoring usage, and making backups as required; responds to calls for assistance with software/hardware and provides problem determination.
- Performs system research, prepares feasibility studies, system workflow designs, and procedures; identifies information processing application areas.
- Analyzes internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.
- Provides technical support to users by setting up personal computers, loading systems and telecommunication software, and installing peripherals and related equipment.
- Serves as primary support for remittance processing, online bill pay, comment cards, and the appointment system.
- Assists in determining the cause of hardware, software, and other communication malfunctions and arranges for necessary repair or service.
- Reports statistical information in understandable and informative ways.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of systems analysis, feasibility studies, and work flow diagrams.
- Knowledge of design procedures, techniques, and ability to design applications and user programs, documents, and forms.
- Knowledge of TaxSys and Qflow.
- Knowledge of various programming languages.
- Knowledge of Microsoft Products and Programs.
- Knowledge of relational databases such as Access, Informix, Oracle, and SQL Server.
- Knowledge of research techniques, methods, and procedures.

TAX COLLECTOR SYSTEMS ANALYST   (continued)

Knowledge, Skills, and Abilities   (continued)

- Knowledge of software and hardware troubleshooting and maintenance procedures.
- Ability to comprehend complex technical information and communicate this information clearly both orally and in writing.
- Ability to apply computer applications and software.
- Ability to utilize and develop application usages with software such as relational databases, desktop publishing, word processing, and spreadsheets.
- Ability to move to the various locations within and outside of the assigned department.

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Created	EEOC Code	Overtime Code
11/16	Professionals	Exempt