



Information Technology Analyst, CV

Category: Exempt
Pay Grade: 150
Job Code: 14676

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 professional work tactical in nature and includes advanced analytical and technical assignments serving County affiliates, departments and organizations; identifies and resolves minor work problems of a nature that some lower level employees are unable to solve or overcome; works with customers to determine hardware and software, maintain functioning operations, and to achieve business objectives; maintains advanced proficiency in two of the following areas: Database Administration, Network Management, Desktop Management, Server Management, Application Design, Application Development, Enterprise Architecture, Quality Assurance, Incident Management, Security Management, Financial Management, Service Management, Production Application Services, Asset Management, Storage Area Network, Middleware Management, Project/Portfolio Management, and/or Document Management.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Demonstrates advanced-level proficiency in two or more of the departmental section disciplines: Database Administration, Network Management, Desktop Management, Server Management, Application Design, Application Development, Enterprise Architecture, Security Management, Quality Assurance, Incident Management, Financial Management, Project Management, Document Management, Service Management, Asset Management, Production Application Services, Storage Area Network, Middleware Management;
- Demonstrates advanced-level job knowledge, quality, dependability, judgment, communications, and initiative, with demonstrated advanced-level proficiency in meeting design specifications of computer systems, programs, and operating systems, with the following core competencies: Analysis, Design, Business Process Improvement, Data Modeling, Development, Planning, Implementation, Test Script Development, Monitoring/Controls, Troubleshooting/Problem Solving, Documentation, and Service Motivation;
- Demonstrates technical leadership that fosters commitment, team spirit, pride, and trust;
- Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment;
- Promotes organizational change that fosters a quality of service essential to high performance;
- Contributes to a shared vision and works with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity;
- Self-motivates, manages, and performs personal daily activities and multiple major projects under the discipline of defined departmental business processes;
- Contributes to project plans/schedules, and coordinates requirements, tasks, work assignments, resources, and critical milestones, with a demonstrated ability to focus on priority tasks;
- Identifies and analyzes major problems, distinguishes between relevant and irrelevant information to make logical decisions, and provides solutions to problems;
- Takes ownership of assignments and cross-sectional problems and works with a team to resolve, with an appropriate sense of urgency;

- Communicates effectively, both verbally and in writing, to peers, management, and customers at various levels of the organization;
- Prepares and delivers occasional presentations to various audiences using clear, concise, and effective communication;
- Supports assessment of employee performance as required;
- Serves as Wellness Champion, providing health and wellness updates, guidance, and support for staff;
- Provides training and technical support;
- Provides website statistics and usage data to departments upon request;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Six (6) years of technical and professional experience in information technology in the assigned subject matter tasks that includes customer service experience or and one (1) year of team leadership or supervision in the assigned subject matter tasks; or an Associate's degree in information technology, computer science, computer technology, or related field and four (4) years of experience as described above; or a Bachelor's degree and two (2) year of experience as described above; 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.
- Candidate to demonstrate competence and/or possess certifications in one or more specific IT functions.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems, and related software applications;
- Skill in managing personal daily activities and major projects for self and others;
- Skill in use and application of reference materials to research and solve major problems;
- Skill in the application of theory in resolving major problems;
- Skill in applying new technologies, soft skills, and procedures;
- Ability to mentor teammates, lead teams, and facilitate groups to achieve success with others;
- Ability to prepare and deliver effective presentations at various levels;
- Ability to use diplomacy in dealing with difficult customers and delivery of services;
- Ability to communicate effectively, both verbally and in writing, with peers and others;
- Ability to communicate with tact, patience, and courtesy at all levels of the organization;
- Ability to assist lower level personnel with training of new technologies;
- Ability to establish and maintain effective work relationships, both inside and outside of the work section;
- Ability to self-develop relevant job-related skill(s) for current and future roles;
- Ability to understand and follow specific instructions, priorities, policies, and procedures;
- Ability to identify, to take ownership of, and to troubleshoot and solve major problems.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing, or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like, using feet and legs and/or hands and arms. Body agility is emphasized.

- Crawling: Moving about on hands and knees or hands and feet.
- Crouching: Bending the body downward and forward by bending leg and spine.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.
- 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.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position to position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- 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.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- 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.