



## **Information Technology Analyst 2**

**Category:** Exempt  
**Pay Grade:** E22  
**Job Code:** 14678

*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, tactical, and strategic information technology (IT) work that requires an incumbent to produce expert analytical and technical work products in support to County affiliates, departments, and organizations; identifies and resolves complex work problems of a nature that lower level employees are unable to solve or overcome; works with customers to determine hardware, software, and system functional requirements to maintain operations and production, as well as achieve business objectives; maintains expert proficiency in one or more 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, Document Management, and related assignments.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Performs assignments applying expert-level proficiency in one 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, or Middleware Management;
- Applies professional and expert-level knowledge on assignments that require the highest degree of quality, dependability, judgment, communications, and self-initiative in performance;
- Performs and completes tasks and assignments in a proficient manner ensuring that design specifications of computer systems, programs, and operating systems combined with competencies: Analysis, Design, Business Process Improvement, Data Modeling, Development, Planning, Implementation, Test Script Development, Monitoring/Controls, Troubleshooting/Problem Solving, Documentation, and Service Motivation;
- Performs technical leadership as a key official fostering commitment, team spirit, pride, and trust;
- Facilitates and fosters open communication and cooperation between stakeholders within the organization and with customer groups ensuring a positive team work environment;
- Serves as a principal official and exercises leadership to define and implement organizational initiatives that foster high quality service essential to achieve and maintain outstanding performance;
- Assesses agency and organizational resources and capabilities to develop, influence, and motivate associates and others to change or improve policies, procedures, work plans, and ways of doing business to achieve more efficient and effective services, operations, or performance;
- Manages and performs an extremely broad range of very complex activities and assignments and activities that requires effective multi-tasking adhering to applicable departmental business processes;
- Contributes to and executes project plans or schedules and coordinates requirements, tasks, work assignments, resources, and critical milestones effectively prioritizing tasks for individuals and work groups;

- Identifies and analyzes complex problems making expert programmatic judgments on information to make logical decisions;
- Troubleshoots highly complex problems and provides timely, efficient, and effective solutions to complex technical and organizational problems;
- Takes ownership of urgent complex cross-sectional subject matter issues and leads teams to resolve controversial problems in a timely manner;
- Recommends and implements change to improve operational efficiencies;
- Prepares, executes, and implements reports, plans, and projects;
- Makes and delivers informal and formal presentations, both verbally and in writing, to peers, managers, and customers at various levels of the organization using clear, concise, and effective communication;
- Counsels, evaluates, and rates organizational and employee performance;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Seven (7) years of technical and professional experience in information technology that includes customer service and one (1) year of professional 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 five (5) years of experience as described above; or a Bachelor's degree and three (3) years 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 in standard office practices, procedures, policies, personal computers, operating systems, and related software applications;
- Knowledge in managing personal daily activities and complex projects for self and others that may cross organizational boundaries;
- Knowledge in the use and application of reference materials to research and solve complex problems;
- Knowledge in the application of theory in resolving complex problems;
- Knowledge in applying new technologies, soft skills, and procedures;
- Ability to lead or mentor teams and facilitate groups to achieve success;
- 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, follow, and to provide specific instructions, priorities, policies, and procedures;
- Ability to identify, to take ownership of, and to troubleshoot and solve complex 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:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.

- 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.

### **WORKING CONDITIONS**

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