



## **Systems Support Analyst**

**Category:** Classified/Excluded  
**Pay Grade:** C25  
**Job Code:** 16370

*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**

This is analytical and technical work involved in planning, coordinating, and implementing department-related information systems. An employee in this class serves as departmental expert on information systems, conducts needs assessment and return on investment analysis, makes recommendations to management, and serves as a liaison with service providers to administer office automation processes. Areas of assignment include Systems Applications and Products (SAP) and other related activities. Assignments are very specialized and highly technical in nature dealing principally with computer automation systems, special software, applications programming, and customers. Incumbent performs under general supervision of an administrative or technical superior.

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

- Creates data info-sets, data queries, query variants, and variants in SAP and SAP Business warehouse;
- Serves as subject matter expert for SAP, SAP/GIS, and SAP/Maximo interface;
- Researches and recommends procurement of hardware and software;
- Monitors maintenance contracts and consultant services;
- Creates sales and distribution objects in conjunction with consultants;
- Advises management on functions to assist department operations;
- Performs software training support for various computer applications or web-based software;
- Responds to user requests to generate reports; may perform modifications to existing programs using statistical software packages or programs;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

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

High School diploma or an acceptable equivalency diploma (GED); and six (6) years professional experience in the analysis and administrative management of information technology functions dedicated to business related applications, or Associate's degree in computer science, information technology, business administration, or related field and four (4) years professional experience in the analysis and administrative management of information technology functions dedicated to business related applications, or Bachelor's degree in above subjects and two (2) years professional 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.
- Rotating shift, weekend, holiday, and overtime schedules.

- Employee's name must not appear on the Health and Human Services exclusion list.
- Other highly desirable 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 departmental 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 develop and update procedure and operational manuals;
- Ability to perform technical computations and analyses; generate reports, sort and categorize data;
- Ability to conduct tests, analyze results, 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 sedentary work and requires exerting up to 10 pounds of force occasionally and negligible amount of force constantly 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.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Visual acuity: Have close visual acuity such as color differentiation, depth perception, and adequate field vision.

**WORKING CONDITIONS**

Work is performed in a relatively safe, secure, and stable work environment.