



## **CCC Information Technology System Analyst, Specialist**

**Category:** Exempt  
**Pay Grade:** 150  
**Job Code:** 18470

*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 responsible professional and technical work involving business systems, operations, production, business practices, workflow, and organization research. An employee in this classification attains technical and/or business specialty for analyzing work and system workflows. The incumbent analyzes, evaluates, and recommends technical solutions to problems and participates in implementing, supporting and documenting technical and business systems. Additional duties may include system administration, user training, documentation, and report preparation. Work requires exercising independent judgment and the ability to deliver solutions to a wide range of administrative, technology, business, and organization issues or problems in various information systems. Work is performed under the leadership of the Operations Department Head or designee.

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

- Defines application or system problem by conferring with business operations leaders and staff;
- Develops solutions by preparing and evaluating alternative workflow solutions by applying problem solving and decision-making skills;
- Engages and participates with team(s) in problem resolution;
- Applies Solution Delivery Life Cycle (SDLC) process to deliver solutions;
- Performs Quality Assurance procedures to deliver a high-quality solution;
- Performs systems research, logic designs and programming; prepares systems flow diagrams; develops record layouts; designs forms and specifications; develops systems procedures; prepares computer programs; designs systems enhancements;
- Acts as a specialist for projects, which may involve computer systems hardware and software implementation and support;
- Manages, and performs personal daily activities and multiple complex projects under the discipline of defined departmental business processes;
- Takes ownership of complex cross-sectional problems and contributes to resolution;
- Communicates effectively, both verbally and in writing, to peers, management and customers at various levels of the organization. Prepares and delivers presentations regularly to various audiences using clear, concise and effective communication;
- Accomplishes information systems and organization mission by completing related tasks as assigned.

### **QUALIFICATIONS**

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

At least five (5) years' experience with prior technical knowledge in the position's assigned subject matter areas and disciplines including both general knowledge and advanced expert proficiency in at least one (1) of the following areas: Network Management, Desktop Management, Server Management, Security Management, Storage Area Network, Middleware Management, Application Design, Application

Development, Database Administration, Quality Assurance, Project Management, Document Management, Collaboration tools Management, Process Improvement/Innovation Management, and Digital Systems Management; or Associate's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and three (3) years' experience as described above; or Bachelor's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and one (1) year experience as described above; or an equivalent combination of education, training, and/or experience as described above.

**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 IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

**Knowledge, Skills and Abilities:**

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems, and related software applications;
- Knowledge of research techniques, methods and procedures to develop best practices and resolve technical issues;
- Ability to use and apply reference materials to research and solve problems;
- Ability to recommend changes to improve operational efficiencies;
- Ability to support teammates to achieve success;
- Ability to prepare and deliver effective presentations at all levels of the organization;
- Ability to use diplomacy in dealing with difficult customers and delivery of services;
- Ability to communicate with tact, patience and courtesy at all levels of the organization;
- Ability to establish and maintain effective working relationships with partners;
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports.

**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:

- 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.
- 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.
- Hearing: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- 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.
- Visual acuity: Have close visual acuity such as color differentiation, depth perception, and adequate field vision.

- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

**WORKING CONDITIONS**

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