



CCC Information Technology System Analyst, Technical Lead

Category: Exempt
Pay Grade: 150
Job Code: 18476

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, technical and supervisory work involving the technical support of the Clerk of the Circuit Court and Comptroller. An employee in this classification analyzes, evaluates, and recommends technical solutions to problems and participates in implementing, supporting and documenting technical and business systems. The incumbent plans, organizes, coordinates and supervises a technical staff involved in technical support, networking, hardware and software systems and other forms of information processing. Additional duties may include network 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. Work is performed under the technical supervision of the Operations Department Head or designee.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Plans, organizes and directs work of technical staff, providing support to business units;
- Works with business units to develop plans for new system installations, systems upgrades and migration efforts;
- Develops solutions by preparing and evaluating alternative workflow solutions by applying problem solving and decision-making skills;
- Creates or assists in creating requirement documents and other such materials relating to new systems or reworking existing systems;
- Applies Solution Delivery Life Cycle (SDLC) process to deliver solutions;
- Performs Quality Assurance procedures to deliver a high-quality solution;
- Actively engages in new systems evaluation, planning, deployment and support;
- Performs new systems evaluation, planning, and deployment and support;
- Plans and assists in implementation and enforcement of applicable technical and security standards;
- Acts as a technical coordinator for projects, which may involve computer systems hardware and networking equipment;
- Acts as liaison to other county agencies as necessary;
- Manages, and performs daily activities and multiple complex projects under the discipline of defined departmental business processes;
- Prepares and takes responsibility for project plans/schedules, and outlines requirements, tasks, work assignments, resources and critical milestones;
- Takes ownership of complex cross-sectional problems and leads a team 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.

QUALIFICATIONS

Education and Experience:

At least ten (10) years' experience with prior technical leadership in the position's assigned subject matter areas and disciplines including both general knowledge and advanced expert proficiency in up to three (3) or more 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 eight (8) years' experience as described above; or Bachelor's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and six (6) years' 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 direct others to implement new and novel technologies;
- Ability to recommend changes to improve operational efficiencies;
- Ability to mentor teammates; lead teams and facilitate groups to achieve success through others;
- 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.