



Business Systems Specialist

Category: Exempt
Pay Grade: 150
Job Code: 18834

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 administrative and analytical work in the administration and coordination of business systems, operations and system support for the Office of the Clerk of the Circuit Court. Employees in this class are responsible for understanding and managing mission-critical programs for the Clerk. Duties may include preparation and administration of management reports, public view, system maintenance, Clerk records website support and special projects. Duties include a range of administrative tasks supporting Clerk's Office systems, programs and operations. Work requires the exercise of considerable independent judgment, attention to detail, and adherence to deadlines. Non-standard situations and complex problems are referred to management supervisor with recommended courses of action.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Creates and maintains various system accounts for attorneys, registered users, internal users, etc.;
- Merges attorney party records, when appropriate;
- Maintains the Florida Bar ineligible to practice law account disable list;
- Coordinates eFiling and public access problems for internal or external users;
- Monitors, updates, and maintains View on Request (VOR) redaction requests;
- Performs project related analysis, management and coordination or related tasks;
- Performs legal and process research in support of agency Directors;
- Writes, reviews, or executes testing, change and implementation plans for new or established computer systems;
- Coordinates and participates in problem resolution, particularly when the problem involves mission-critical areas across multiple departments;
- Prepares and justifies recommendations for new systems and procedures or changes to existing systems and procedures;
- Monitors systems and user performance and recommend changes to improve efficiency;
- Supports special projects and research on administrative matters for management.

QUALIFICATIONS

Education and Experience:

Two (2) years' experience in customer service, system administration, information technology or a related field that includes lead worker, supervisor, trainer, or supervisor training; or Associate's Degree in business, information technology or a related field; 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 may be required to demonstrate competence and/or possess certifications in one or more specific functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Knowledge, Skills and Abilities:

- Knowledge of system administration, computer applications and software;
- Knowledge of the principles and procedures of current office operations;
- Ability to communicate orally and in writing to individuals, groups and management;
- Ability to maintain data systems, analyze data, prepare reports, analyze information, resolve administrative problems, and make recommendations to improve administrative programs;
- Ability to prepare written and verbal reports and presentations;
- Ability to understand and follow oral and written instructions and express ideas clearly and concisely;
- Ability to respond diplomatically to inquiries or complaints;
- Ability to use various computer applications and software as well as operate other office equipment to enter and retrieve information, monitor work performed, and to communicate information;
- Ability to establish and maintain effective working relationships with customers, superiors, co-workers and agency partner staff.

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.