

## BTS TECHNOLOGIST 2

Job Code	Pay Grade
14174	CL14

### Nature of Work

This is professional work in the BTS (Business Technology Services) Department which is tactical in nature including basic technical work products in information technology serving County affiliates, departments and organizations. Employees in this class are expected to resolve basic work problems of a nature that some lower level employees cannot. Work requires creative and original thinking and is performed under the direction of upper-level classifications, with minimal latitude for individual and team initiative, judgment and discretion. Work requires basic proficiency in one 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 and document management.

### Minimum Qualifications

- 1 year of directly related and professional information technology experience that includes customer service experience or training; or
- An equivalent combination of related education, training, and/or experience

### Appointing Authority May Also Require

- 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.
- Current, valid certification in applicable section discipline.
- Other highly desirable knowledge, skills, abilities and credentials relevant to a position.

### Illustrative Tasks (These are examples and are not all inclusive.)

- Demonstrated basic proficiency in one 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, middleware management.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated basic proficiency in at least one of the following core competencies: analysis, design, business process improvement, data modeling, development, planning, implementation, monitoring/controls, troubleshooting/problem solving, and service motivation.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; effectively manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Resolves basic problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to basic problems.
- Takes ownership of assignments and works with a team to resolve with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers, management and customers. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs related work as assigned or required.

## BTS TECHNOLOGIST 2 (continued)

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### Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Basic skill in managing personal daily activities and tasks for self.
- Basic skill in use and application of reference materials to research and solve basic problems.
- Basic skill in the application of theory in resolving basic problems.
- Basic skill in applying new technologies, soft skills and procedures.
- Ability to mentor teammates; work within teams to achieve success with others.
- Ability to prepare and deliver effective section-level 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 develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and to troubleshoot and solve, basic problems.

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Created	EEOC Code	Overtime Code
8/07	Technicians	Classified