INFORMATION TECHNOLOGY ANALYST

Job Code	Pay Grade
14676	P2

Nature of Work

This is professional work tactical in nature and includes advanced analytical and technical assignments serving county affiliates, departments, and organizations. The incumbent is required to identify and resolve major work problems of a nature that lower level employees are unable to solve or overcome. Work requires creative and original thinking and is performed under the general direction of more senior professionals with significant latitude for individual and team initiative, judgment and discretion in working with customers to determine hardware, software, maintain functioning operations, as well as to achieve business objectives. Work requires advanced proficiency in two or more 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/or Document Management.

Minimum Qualifications Requirements

- 6 years of technical and professional experience in information technology in the assigned subject matter tasks that includes customer service and 1 year of team leadership or supervision in the assigned subject matter tasks; or
- Associate's degree in information technology, computer science, computer technology, or related field and 4 years experience as described above; or
- Bachelor's degree and 2 years experience as described above; 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.
- Candidate to demonstrate competence and/or possess certifications in one or more specific IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Demonstrates advanced-level proficiency in two or more 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 advanced-level job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced-level proficiency in meeting design specifications of computer systems, programs and operating systems, with the following core competencies: Analysis, Design, Business Process Improvement, Data Modeling, Development, Planning, Implementation, Test Script Development, Monitoring/Controls, Troubleshooting/Problem Solving, Documentation, and Service Motivation.
- Demonstrates technical leadership 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.

INFORMATION TECHNOLOGY ANALYST   (continued)

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Illustrative Tasks   (continued)

- Promotes organizational change that fosters a quality of service essential to high performance. Contributes to 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.
- Self-motivates, manages and performs personal daily activities and multiple major projects under the discipline of defined departmental business processes.
- Contributes to project plans/schedules, and coordinates requirements, tasks, work assignments, resources and critical milestones, with a demonstrated ability to focus on priority tasks.
- Identifies and analyzes major problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to problems.
- Takes ownership of assignments and cross-sectional problems 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 at various levels of the organization. Prepares and delivers occasional presentations to various audiences using clear, concise and effective communication.
- Supports assessment of employee performance as required.
- Performs other related work as assigned or required.

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.
- Skill in managing personal daily activities and major projects for self and others.
- Skill in use and application of reference materials to research and solve major problems.
- Skill in the application of theory in resolving major problems.
- Skill in applying new technologies, soft skills and procedures.
- Ability to mentor teammates, lead teams, and facilitate groups to achieve success with others.
- Ability to prepare and deliver effective 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 self-develop relevant job-related skill(s) for current and future roles.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to identify, to take ownership of, and to troubleshoot and solve major problems.

For official use only

Revised	EEOC Code	Overtime Code
8/11	Professionals	Exempt