

INFORMATION TECHNOLOGY ANALYST, SENIOR

Job Code	Pay Grade
14678	P1

Nature of Work

This is professional, tactical, and strategic information technology (IT) work that requires an incumbent to produce expert analytical and technical work products in support to Pinellas County affiliates, departments, and organizations. The incumbent identifies and resolves complex 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 senior professionals with extensive latitude for individual and team initiative, judgment, and discretion. The incumbent works with customers to determine hardware, software, and system functional requirements to maintain operations and production, as well as achieve business objectives. Work requires expert proficiency in one 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, Document Management, and related assignments. The incumbent reports to a bureau director, department director, senior manager, or designee.

Minimum Qualification Requirements

- 7 years of technical and professional experience in information technology that includes customer service and 1 year of professional 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 5 years of experience as described above; or
- Bachelor's degree and 3 years experience as described above; or
- An equivalent combination of 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 only examples and are not all inclusive)

- Demonstrates expert-level proficiency in one 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 expert-level knowledge on assignments that require the highest degree of quality, dependability, judgment, communications, and self initiative in performance.
- Performs and completes tasks and assignments in a proficient manner ensuring that design specifications of computer systems, programs, and operating systems combined with competencies: Analysis, Design, Business Process Improvement, Data Modeling, Development, Planning, Implementation, Test Script Development, Monitoring/Controls, Troubleshooting/Problem Solving, Documentation, and Service Motivation.
- Demonstrates leadership that fosters commitment, team spirit, pride and trust through coaching, mentoring, recognizing and guiding employees to achieve results.
- Uses interpersonal skills to influence and inspire others.
- Facilitates and fosters open communication and cooperation within the organization and with customer groups to build an effective team environment.

INFORMATION TECHNOLOGY ANALYST, SENIOR (continued)

Job Code	Pay Grade
14678	P1

Illustrative Tasks (continued)

- Serves as a principal official and exercises leadership to define and implement organizational initiatives that foster high quality service essential to achieve and maintain outstanding performance.
- Assesses agency and organizational resources and capabilities to develop, influence, and motivate associates and others to change or improve policies, procedures, work plans, and ways of doing business to achieve more efficient and effective services, operations, or performance.
- Manages and performs an extremely broad range of very complex activities and assignments that requires effective multi-tasking adhering to applicable departmental business processes.
- Prepares and takes responsibility for project plans/schedules, and outlines requirements, tasks, work assignments, resources and critical milestones.
- Identifies and analyzes complex problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to individual and organizational problems.
- Troubleshoots highly complex problems and provides timely, efficient, and effective solutions to complex technical and organizational problems.
- Takes ownership of urgent complex cross-sectional subject matter issues and leads teams to resolve controversial problems in a timely manner.
- Recommends and implements change to improve operational efficiencies.
- Prepares, executes, and implements reports, plans, and projects.
- Makes and delivers informal and formal presentations, both verbally and in writing, to peers, managers, and customers at various levels of the organization using clear, concise and effective communication.
- Counsels, evaluates, and rates organizational and employee performance.
- Performs other related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge in standard office practices, procedures, policies, personal computers, operating systems and related software applications.
- Knowledge in managing personal daily activities and complex projects for self and others that may cross organizational boundaries.
- Knowledge in the use and application of reference materials to research and solve complex problems.
- Knowledge in the application of theory in resolving complex problems.
- Knowledge in applying new technologies, soft skills and procedures.
- Ability to lead or mentor teams and facilitate groups to achieve success.
- 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, follow, and to provide specific instructions, priorities, policies and procedures.
- Ability to identify, to take ownership of, and to troubleshoot and solve complex problems.
- Ability to prioritize tasks for both self and others.

For official use only

Revised	EEOC Code	Overtime Code
1/16	Technicians	Exempt