SYSTEMS SUPPORT ANALYST

Job Code	Pay Grade
16370	CL17

Nature of Work
This is analytical and technical work involved in planning, coordinating, and implementing department-related information systems. An employee in this class serves as departmental expert on information systems, conducts needs assessment and return on investment analysis, makes recommendations to management, and serves as a liaison with service providers to administer office automation processes. Areas of assignment include Systems Applications & Products (SAP) and other related activities. Assignments are very specialized and highly technical in nature dealing principally with computer automation systems, special software, applications programming, and customers. Incumbent performs under general supervision of an administrative or technical superior.

Minimum Qualifications Requirements
- 6 years professional experience in the analysis and administrative management of information technology functions dedicated to business related applications, or
- Associate's degree in computer science, information technology, business administration, or related field and 4 years professional experience in the analysis and administrative management of information technology functions dedicated to business related applications, or
- Bachelor's degree in above subjects and 2 years professional experience as described above, or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require
- A 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.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)
- Create data infosets, data queries, query variants, and variants in SAP and SAP Business warehouse.
- Serves as subject matter expert for SAP, SAP/GIS, and SAP/Maximo interface.
- Researches and recommends procurement of hardware and software.
- Monitors maintenance contracts and consultant services.
- Create sales and distribution objects in conjunction with consultants.
- Advises management on functions to assist department operations.
- Responds to users' requests to generate reports; may perform modifications to existing programs using statistical software packages or programs.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities
- Knowledge of office automation, statistical, database and word processing equipment and software.
- Knowledge of public administration principles and practices.
- Knowledge of data analysis and research techniques, methods and processes.
- Knowledge of departmental practices and procedures.
- Knowledge and ability to troubleshoot and resolve routine software, hardware and network problems.
- Skill in hardware/software diagnostic procedures.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to develop and update procedure and operational manuals.

SYSTEMS SUPPORT ANALYST   (continued)

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Knowledge, Skills, and Abilities   (continued)

- Ability to perform technical computations and analyses; generate reports, sort and categorize data.
- Ability to conduct tests, analyze results, identify and correct errors, in the office or the field.
- Ability to establish and maintain effective working relationships with superiors and assigned employees.

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Revised	EEOC Code	Overtime Code
10/12	Professionals	Classified/Excluded