

## BCC BUSINESS APPLICATIONS COORDINATOR

Job Code	Pay Grade
16932	CL20

### Nature of Work

This is professional and technical work involving the implementation, administration and effective maintenance of a major commercial business system and associated programs. An employee in this class represents the department in the administration of contracts, managed services, and maintains one or more major departmental applications. The position reports directly to the Department Director or Senior Manager. Work is performed independently with general supervision.

### Minimum Qualification Requirements

- 8 years with specialization in computer systems services management for a major commercial business entity or a related field that includes team leader, supervision, supervisory or manager training; or
- Associate's Degree in Business, Information Technology, and/or Management Information Systems with specialization in computer systems services management and 6 years experience as described above; or
- Bachelor's Degree and 4 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 (CDL) 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 computer or other job related certifications in one or more functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Develops plans, policies, and procedures that enable and ensure that the implementation effectively accomplishes defined business objectives.
- Provides oversight, monitoring and evaluation of vendor services as related to the system through contract administration and technical review of systems.
- Manages system related service contracts, ensuring full contract compliance and that all SLA (Service Level Agreement) targets are maintained within defined tolerances.
- Assures outcomes and objectives are met.
- Reviews and analyzes information/data to aid in planning, improved service delivery and optimum system utilization.
- Coordinates and collaborates with other divisions, departments and/or agencies to assess needs for program planning.
- Acts as primary point of contact for contract and technical services issues, providing functional liaison services between vendors and the department, in the areas of communication and cost effective service delivery.
- Coordinates and facilitates regularly scheduled discussion forums primarily to address service delivery issues.
- Coordinates all associated technical services through a third party contract to include executing upgrades, patches, scheduled and unscheduled job execution, and problem resolution.
- Analyses, evaluates and recommends associated modifications to the negotiated service level agreement, ensuring that adequate operating support and performance standards are met.
- Coordinates long and short term activities with outsourced provider.
- Inspects documentation and assures completeness and acceptability within contractual obligations.

## BCC BUSINESS APPLICATIONS COORDINATOR (continued)

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### Illustrative Tasks (continued)

- Prepares system status reports as needed.
- Coordinates, facilitates and/or provides first level application support including structured training, local system administration and basic problem resolution.
- Determines workflow, procedures and schedules system upgrades and patches.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of administrative and supervisory techniques, practices and procedures.
- Knowledge of the federal, state and local regulations pertaining to the provision of health care and related issues.
- Knowledge of modern techniques, methods, procedures, principles and practices of customer service, finance, contract administration and business applications.
- Knowledge of program administration principles and practices.
- Knowledge of computer systems and contract administration.
- Skill in utilization of computers and multiple software programs.
- Skill in written, research and verbal communications.
- Skill in communication and public relations.
- Ability to identify, report and manage functional issues related to the operation and performance of the system.
- Ability to analyze and interpret data, in addition to recommending action based on that interpretation.
- Ability to plan, organize and implement workflow processes.
- Ability to communicate effectively, orally and in writing.
- Ability to exercise sound independent judgment and tact when working with people and applying, and interpreting departmental policies and procedures.
- Ability to establish and maintain effective working relationships with employees, other agencies and the public.
- Ability to solve problems and redirect work efforts as necessary.
- Ability to function as a team leader and advise on technical and contractual issues.

For official use only

Revised	EEOC Code	Overtime Code
8/08	Professionals	Classified/Excluded