

CCC INFORMATION TECHNOLOGY SYSTEM ANALYST, TECHNICAL LEAD

Job Code	Pay Grade
18476	150

Nature of Work

This is responsible professional, technical and supervisory work involving the technical support of the Clerk of the Circuit Court and Comptroller. An employee in this classification analyzes, evaluates, and recommends technical solutions to problems and participates in implementing, supporting and documenting technical and business systems. The incumbent plans, organizes, coordinates and supervises a technical staff involved in technical support, networking, hardware and software systems and other forms of information processing. Additional duties may include network administration, user training, documentation, and report preparation. Work requires exercising independent judgment and the ability to deliver solutions to a wide range of administrative, technology, business, and organization issues or problems. Work is performed under the technical supervision of the Operations Department Head or designee.

Minimum Qualification Requirements

- At least 10 years experience with prior leadership or supervisor responsibility in the position's assigned subject matter areas and disciplines including both general knowledge and advanced expert proficiency in up to 3 or more of the following areas: Network Management, Desktop Management, Server Management, Security Management, Storage Area Network, Middleware Management, Application Design, Application Development, Database Administration, Quality Assurance, Project Management, Document Management, Collaboration tools Management, Process Improvement/Innovation Management, and Digital Systems Management.
- Associate's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and 8 years' experience as described above; or
- Bachelor's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and 6 years' experience as described above; or
- An equivalent combination of education, training, and/or experience as described above.

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.)

- Plans, organizes and directs work of technical staff, providing support to business units.
- Works with business units to develop plans for new system installations, systems upgrades and migration efforts.
- Develops solutions by preparing and evaluating alternative workflow solutions by applying problem solving and decision making skills.
- Creates or assists in creating requirement documents and other such materials relating to new systems or re-engineering existing systems.
- Applies Solution Delivery Life Cycle (SDLC) process to deliver solutions.
- Performs in Quality Assurance procedures to deliver a high quality solution.
- Actively engages in new systems evaluation, planning, deployment and support.
- Performs new systems evaluation, planning, deployment and support.
- Plans and assist in implementation and enforcement of applicable technical and security standards.
- Acts as technical coordinator for projects, ensures operation by training business personnel and provide system support.
- Acts as a liaison to other county agencies as necessary.

CCC INFORMATION TECHNOLOGY SYSTEM ANALYST, TECHNICAL LEAD (continued)

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Illustrative Tasks (continued)

- Manages, and performs personal daily activities and multiple complex projects under the discipline of defined departmental business processes.
- Prepares and takes responsibility for project plans/schedules, and outlines requirements, tasks, work assignments, resources and critical milestones, with a demonstrated ability to prioritize tasks for both self and others.
- Takes ownership of complex cross-sectional problems and leads a team to resolution.
- Communicates effectively, both verbally and in writing, to peers, management and customers at various levels of the organization. Prepares and delivers presentations regularly to various audiences using clear, concise and effective communication.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems, and related software applications.
- Knowledge of research techniques, methods and procedures to develop best practices and resolve technical issues.
- Ability to use and apply reference materials to research and solve problems.
- Ability to direct others to implement new and novel technologies.
- Ability to recommend changes to improve operational efficiencies.
- Ability to mentor teammates; lead teams, and facilitate groups to achieve success through others.
- Ability to prepare and deliver effective presentations at all levels of the organization.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to establish and maintain effective working relationships with partners.
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports.

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Created	EEOC Code	Overtime Code
9/14	Professionals	Exempt