

CCC INFORMATION TECHNOLOGY SYSTEM ANALYST, TEAM LEAD

Job Code	Pay Grade
18478	150

Nature of Work

This is professional, technical and supervisory work managing and providing the technical support for a functional area 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. An employee in this position is responsible for task assignments, tactical oversight, strategic planning, project management, collaborating and partnering with other sections and business functional areas. 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 leadership of the Operations Department Head or designee.

Minimum Qualification Requirements

- At least 12 years experience with prior leadership or management responsibility in the position's assigned subject matter areas and disciplines including both general knowledge and advanced expert proficiency in up to 5 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 10 years' experience as described above; or
- Bachelor's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and 8 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 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 business systems and technical staff, providing technical implementation and support to business units.
- Manages multiple projects and works with business units to develop plans for new system installations, systems upgrades and migration efforts.
- Directs teams in developing solution by preparing and evaluating alternative workflow solutions by applying problem solving and decision making skills.
- Mentors and coaches team members 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 that meet or exceeds deliverable.
- Ensures change management and Quality Assurance procedures are followed to deliver a high quality solution.
- Performs new systems evaluation, planning, deployment and support.
- Plans and assist in implementation and enforcement of applicable technical and security standards.
- Acts as a liaison to other county agencies as necessary.

CCC INFORMATION TECHNOLOGY SYSTEM ANALYST, TEAM LEAD (continued)

Job Code	Pay Grade
18478	150

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, team members, senior leadership and management team, vendors and stakeholders. Prepares and delivers presentations regularly to various audiences using clear, concise and effective communication.
- Provide regular feedback and performance review to the team members on improving organizational efficiency and effectiveness.

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 direct others to implement new and novel technologies.
- 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.

For official use only

Created	EEOC Code	Overtime Code
9/14	Professionals	Exempt