

## APPLICATIONS SUPPORT ANALYST

Job Code	Pay Grade
18908	150

### Nature of Work

This is responsible professional, technical, and administrative work involving business systems, operations, production, workflow, and organization research for the Office of the Clerk of the Circuit Court. An employee in this position is responsible for providing internal system support to various Clerk departments as well as cross-agency support to Pinellas County affiliates, departments and organizations. The incumbent analyzes, evaluates, and recommends technical solutions to problems and participates in implementing, supporting and documenting technical and business systems. Work requires creative and original thinking with considerable latitude for individual initiative, judgment and discretion in working with customers. Additional duties include security administration and user account setup, network/server administration, user training, documentation, procedures, and report preparation. Work requires exercising independent judgment and the ability to deliver creative solutions to a wide range of administrative, technology, business, and organization issues or problems. The position reports to the Clerk's Technology Chief Information Officer or designee.

### Minimum Qualification Requirements

- 5 years of professional experience performing analytical, technical and administrative support within a large organization that includes systems administration, network/server administration and support of related IT computer business services processes; or
- Associates degree in information technology, MIS, computer science, computer technology, or related field, plus 4 years of directly related experience in IT; or experience as described above; or
- Bachelor's degree in information technology, computer science, MIS plus 1 year of directly related experience as described above; or
- An equivalent combination of related 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 may be required to demonstrate competence and/or possess certifications in one or more specific IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to position.

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

- Administers users, workflows and server configurations in Business Systems software application environments including Documentum and other related solutions.
- Provides cross-agency support to Pinellas County affiliates including collaboration on county-wide technology solutions.
- Performs research, prepares business systems flow diagrams; develops record layouts; design forms and specifications; develops systems procedures and design documents.
- Creates or assists in the creation of requirement documents and other materials related to new systems or existing systems.
- Writes, reviews, or execute plans for testing new or established computer systems.
- Creates and maintains user accounts, and assigns applications to users while being mindful of and informing management of licensing requirements for the software requested.
- Plans, assists in implementation and enforcement of applicable security policies. Documents and reports violations of same.
- Search electronic sources, such as databases or repositories, or manual sources for information.
- Coordinates and participates in problem resolution, particularly when the problem involves mission-critical areas.
- Documents technical functions and specifications for new or proposed document management solution.

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## Illustrative Tasks (continued)

- Prepares and justifies recommendations for new systems and procedures, or changes to existing systems and procedures.
- Monitors systems and user performance and recommends changes to improve efficiency.
- Acts as technical coordinator for large projects, which may involve computer systems hardware and networking equipment.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications.
- Knowledge of public administration practices and principles.
- Knowledge of document management policies and practices.
- Knowledge of analysis and research techniques, methods and procedures.
- Knowledge of software licensing issues and compliance measuring and tracking technologies.
- Knowledge of LAN, WAN and Internet networking technologies.
- Ability to provide desktop support and user administration.
- 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 prepare clear and comprehensive reports, recommendations and proposals, verbally and in writing.
- Ability to work independently on complex tasks, analyze and solve administrative problems and render advice or assistance on them.
- Ability to establish and maintain effective work relationships with internal and external customers.
- Ability to communicate with and train non-technical users.
- Ability to coordinate efforts among multiple departments to solve problems.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to identify, to take ownership of, and to troubleshoot and solve minor problems.

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Created	EEOC Code	Overtime Code
9/13	Professionals	Exempt