

TAX COLLECTOR SYSTEMS ADMINISTRATOR

Job Code	Pay Grade
23102	T-6

Nature of Work

This is technical and analytical work requiring the analysis, design, programming, and implementation of information processing systems in conformance to an approved system design standard. Work also involves providing technical support to users of information systems. An employee in this classification will apply research techniques and procedures in the development of interfaces, scripts, and customization of applications. Incumbents will also provide training, assistance, and technical support to users on the Local Area Network and the Wide Area Network. Responsibilities include preparing and submitting analysis and feasibility studies of workflow procedures, and the personnel affected by the specific application and area. Work requires a high degree of coordination with user departments, independent judgment, and initiative.

Minimum Qualification Requirements

- 6 years of experience in automated information systems or systems operations; or
- Associate's Degree and 4 years' experience as described above; or
- Bachelor's Degree with major course work in computer science, systems/programming, information technology or a related field and 2 years of 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 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.)

- Conducts day to day administration of MS Exchange infrastructure and Active Directory groups.
- Installs, configures, secures, documents, and maintains operating systems and applications.
- Works with help desk to resolve trouble tickets and mitigate end-user issues with Outlook.
- Remains current on new transport protocols, products, and standards in support of MS Exchange systems development and equipment procurement.
- Administers Active Directory Services and Certificate Authority.
- Provides and implements timely resolution to all server system technical issues. Escalates issues that cannot be resolved quickly.
- Applies software patches, firmware updates and other upgrades on a regular basis, and maintains administrative tools and utilities.
- Provides antivirus deployment and tracking.
- Provides information system support by installing new versions of software, assigning disk space, monitoring usage, and making backups as required.
- Provides technical support to users by setting up personal computers, loading systems and telecommunication software, and installing peripherals and related equipment.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of systems analysis, feasibility studies, and work flow diagrams.
- Knowledge of design procedures, techniques, and ability to design applications and user programs, documents, and forms.
- Knowledge of the operating characteristics, capabilities, and limitations of microcomputers, communications, networking, operation and applications software, and systems.
- Knowledge of various programming languages.
- Knowledge of Microsoft Products and Programs.

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Knowledge, Skills, and Abilities (continued)

- Knowledge of relational databases such as Access, Informix, Oracle, and SQL Server.
- Knowledge of research techniques, methods, and procedures.
- Knowledge of software and hardware troubleshooting and maintenance procedures.
- Ability to apply computer applications and software.
- Ability to comprehend complex technical information and communicate this information clearly both orally and in writing.
- Ability to utilize and develop application usages with software such as relational databases, desktop publishing, word processing, and spreadsheets.
- Ability to move to the various locations within and outside of the assigned department.

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Created	EEOC Code	Overtime Code
11/16	Professionals	Exempt