

UNIFIED PERSONNEL SYSTEM

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KEN BURKE
CLERK OF CIRCUIT/COUNTY COURT



Peggy Rowe
Director

TO: The Honorable Ken Burke, Clerk of the Circuit Court

FROM: Peggy Rowe, Director of Human Resources *[Signature]*

DISTRIBUTION: Neal Fuhler, Clerk's Director of Technology

SUBJECT: Classification & Pay Study of Technology Support Positions in the Clerk of the Courts Office

DATE: August 13, 2012

The Human Resources Department has conducted the Classification & Pay Study of technology support positions located in the various county-wide facilities that house the Clerk's operational units. This review consisted of two (2) classifications encompassing five (5) positions. The following recommendations are submitted:

3 Positions to be Reclassified Upward
2 Position to be Reclassified Laterally
5 Total

I. UPWARD RECLASSIFICATIONS

It is our finding that the duties and responsibilities being assigned to the following positions are not at the level of the current classification. Therefore, it is recommended that you either:

a) Assign duties and responsibilities to the level of the current classification,

Or,

b) Request the Personnel Board to reclassify the following positions as shown below without benefit of examination, and serve a probationary period as outlined in Personnel Rule IX.

<u>POSITION</u>	<u>PRESENT CLASSIFICATION</u>	<u>PG</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
Encumbered CCC/C659	Dept Comp Supt Spec	CL15	Comp Systems Specialist	CL18
Encumbered CCC/C690	Dept Comp Supt Spec	CL15	Comp Systems Specialist	CL18
Encumbered CCC/C752	Dept Comp Supt Spec	CL15	Comp Systems Specialist	CL18

I agree with recommendation b) in this report as outlined above. Funds are available for implementation.

[Signature]
Ken Burke, Clerk of the Circuit Court

8/15/2012

Date

I. UPWARD RECLASSIFICATIONS (continued)

ANALYSIS

Department Computer Support Positions CCC/C659, 690, & 752:

These positions report to and receive supervision from the Clerk of the Courts Technology Officer and are responsible for administration, maintenance, and support of the various computer hardware and software technologies utilized by the Clerk's office. This includes; installing, supporting, administering, assessing and monitoring Windows and Netware server operating systems, managing distributed systems of diverse technology architecture, acting autonomously as a liaison between departmental computer users and other support organizations/personnel and outside vendors, responding to user requests for assistance related to hardware and software problems, providing support documentation and training to users, and making recommendations to management regarding system improvements, changing technology needs, and procurement of related hardware and software applications. The nature and scope of responsibilities associated with these positions are consistent with the Computer Systems Specialist classification. Therefore, it is recommended that these positions be reclassified to the Computer Systems Specialist classification, pay grade CL18 (\$46,010 - \$73,174).

II. LATERAL RECLASSIFICATIONS

It is recommended that the following positions be reclassified laterally in order to better reflect the duties and responsibilities assigned:

<u>POSITION</u>	<u>PRESENT CLASSIFICATION</u>	<u>PG</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
Vacant CCC/C533	Info Systems Spec, CCC	CL18	Comp Systems Specialist	CL18
Encumbered CCC/C707	Info Systems Spec, CCC	CL18	Comp S ystems Specialist	CL18

ANALYSIS

This position is similarly situated to those described above. The incumbent functions in much the same capacity and reports to the same supervisor as those individuals that encumber the three Department Computer Support positions. Based on the review and analysis of the associated responsibilities, it is recommended that this position be laterally reclassified to the Computer Systems Specialist classification, pay grade CL18 (\$46,010 - \$73,174) and that the vacated Information Systems Specialist, CCC classification be deleted.

COMPUTER SYSTEMS SPECIALIST

Job Code	Pay Grade
14548	CL18

Nature of Work

This is specialized technical and analytical support work for county users of information systems in the interoperability of mainframe, mini, Local Area Network (LAN), and personal computer applications with an emphasis on departmental LANs and file servers. An employee in this class provides leadership, training, consultation, direction, software/hardware installation, assistance and technical support to county users of mini, LANs, and personal computers and their communications with the shared applications across wide area networks. This classification also assists field technical personnel and support center personnel when necessary on issues for resolution. Work is performed independently under the supervision of a technical or administrative manager.

Minimum Qualifications Requirements

- 3 years instructive analysis or operations, applications, and technologies in directly related IT computer business support services processes; or
- 1 year of IT related college or IT technical school training plus two 2 years of directly related experience in: IT, MIS, computer science, engineering, or support to IT information systems help desk services; or
- Associate's degree in IT, MIS, computer science, engineering plus 1 year of directly related experience in IT; 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.
- Employees assigned to the Technology Development Center must obtain and maintain a Certified Network Administrator (C.N.A.) Certificate. Employees hired without the certification must obtain one or demonstrate an equivalent ability before the last 30 days of their probationary period.
- Candidate may be required to actually demonstrate or be formally certified 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.)

- Provides technical leadership and work coordination for subordinate staff as assigned.
- Provides mini, LAN, and personal computer application support for users; assists with difficult applications or technical support problems.
- Provides information and recommendations regarding capability, compatibility or constraints of LAN based software/hardware usage.
- Provides technical support by configuring, installing, and supporting mini, LANs, personal computers, specialty equipment, peripherals, software, and operating systems; installs and upgrades system and telecommunication software.
- Develops new methods of data exchange between computer systems using system utilities, communication links, and databases.
- Monitors LAN fileserver activity, assesses potential problems, and diagnoses problems after they occur; establishes common problem resolves.
- Responds to calls for assistance with software/hardware problems; provides problem determination.
- Monitors and maintains centrally installed shared systems, operating systems, and communications software.
- Writes system procedural code routines.
- Provides information system support such as installing new versions of software, assigning disk space, monitoring usage, and volume recoveries.
- Researches, recommends and prepares software/hardware configurations.

COMPUTER SYSTEMS SPECIALIST (continued)

Job Code	Pay Grade
14548	CL18

Illustrative Tasks (continued)

- Acts as liaison between users and vendors for software/hardware needs, information and assistance.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of analysis and research techniques, methods and procedures.
- Knowledge of Exchange Instruction & Support.
- Knowledge of information processing principles, methods and procedures.
- Knowledge of LAN Management - Support & Instruction.
- Knowledge of LAN Server - Installation & Setup.
- Knowledge of LAN standards - Implement & Instruction.
- Knowledge of LAN, i.e., LAN Certification or equivalent.
- Knowledge of NDS - Installation & Support.
- Knowledge of NetWare LAN Administration.
- Knowledge of operating characteristics, capabilities, limitations, and application of LANs, mini and personal computers and their operating systems.
- Knowledge of software/hardware troubleshooting and maintenance procedures.
- Knowledge of Active Directory installation and support.
- Knowledge of Windows LAN Administration.
- Knowledge of Linux Administration.
- Knowledge of Windows installer and Zenworks along with MS System Manager (SMS).
- Skill as a technical consultant on office products, moderate through advanced stages.
- Skill to teach other individuals and groups applications such as Windows, WordPerfect, Word, Access, Excel, PowerPoint, Outlook.
- Ability to apply diagnostic procedures on office products, moderate through advanced stages.
- Ability to help individuals and groups in computer systems.
- Ability to lead the work of subordinate staff.
- Ability to plan, organize and execute technical solutions.
- Ability to serve as a project leader for small to moderate upgrades & technology changes.
- Ability to write configurations, recommendations, course outlines & handout materials.

For official use only

Revised	EEOC Code	Overtime Code
4/07	Technicians	Classified