

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

SENIOR USER SUPPORT ANALYST

Department: Court Administration
Pay Grade: 109
FLSA Status: Exempt
Job Class: 3114
Risk Code: 8810

JOB SUMMARY

This is complex and responsible technical work in planning, designing, implementing, coordinating, evaluating, and enhancing the Fifth Judicial Circuit's distributed computer system network, including operating systems, applications software, local area networking, and communications components, for use by end-users. Working relationships are established with court personnel. Work is performed under the general supervision of the Trial Court Technology Officer.

ESSENTIAL JOB FUNCTIONS

- May lead team in maintaining, troubleshooting, and providing assistance with technological system operations.
- Consults with users and performs assessments to determine user needs and systems requirements.
- Responsible for developing training programs and manuals and conducting individual and group training for system users.
- Responsible for analyzing and resolving computer hardware, software, and network communication problems using diagnostic software and technical trouble-shooting processes.
- The senior user support analyst may serve at the Information Technology (IT) help desk and responds to calls for assistance and emergencies.
- Working relationships are established with court personnel throughout the circuit, including judges, staff attorneys, judicial assistants, IT staff, and vendors.
- Work is performed in conjunction with other members of the Circuit Information Technology staff, reporting to the Trial Court Technology Officer (CTO).
- Devises complete computer system requirements and layout; develops major area of machine procedure and outlines computer instructions.
- Designs, implements, and monitors endpoint device management and endpoint security software, servers, and services.

- Oversees new information system projects, including, but not limited to, user software installation; video conferencing; digital audio and video systems; court recording systems; and hardware or software upgrades.
- Plans, directs and supervises the development and preparation of detailed programs and the design of comprehensive flow charts and related material. Confers with subordinates on unusual and difficult procedures and offers advice and assistance as needed.
- Confers with departmental officials for preliminary determination of program feasibility; reviews existing procedures, and defines problem and machine capability.
- Schedules work flow and develops programming techniques; prepares budget estimates for current and proposed projects. Performs systems analysis and codes programs using current programming techniques and standards.
- Provides internal and external user support. Resolves all problems as assigned and makes recommendations and reports any unresolved problems for resolution.
- Travel within the Fifth Circuit is required.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

Direct supervision over a relatively small number of para-professional technical employees. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; and planning, scheduling, and coordinating work operations.

QUALIFICATIONS

Education and Experience:

A bachelor's degree from an accredited four-year college or university with at least 24 semester hours in computer science or management information systems and one year of experience in computer systems analysis, computer programming, office automation, or in planning or designing distributed computer systems; or an associate's degree or completion of a vocational/technical school program in computer systems engineering (excluding data entry) and five years of experience as described above. Experience in an area described above may substitute for the recommended college education or vocational training on a year for year basis.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- Professional IT certification(s) as needed.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to work with mathematical concepts such as probability, statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to develop plans, policies, specifications, and programs continually.
- Ability to function independently as an expert in matters of specialized policy, analyses, or complex technical systems.
- Knowledge of distributed computer systems operations, terminology procedures, and equipment.
- Knowledge of and ability to install and configure system and application software, perform local area network management, and diagnose hardware and software problems.
- Knowledge of the principles, practices, and techniques of computer programming and/or systems analysis.
- Ability to interpret and analyze computer error messages.
- Ability to consult with users and assess and determine user needs and systems requirements.
- Ability to detect, diagnose, resolve, and document system malfunctions.
- Ability to train individuals and groups.
- Ability to diagnose or debug computer programs.
- Ability to communicate effectively and tactfully with department officials and other administrative personnel.
- Ability to organize material, analyze information, and develop appropriate recommendations.
- Ability to initiate and implement administrative procedures and evaluate their effectiveness.
- Ability to plan and prioritize work and meet multiple deadlines.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to stand, walk, stoop, kneel, crouch, or crawl and taste or smell, and to lift up to fifty pounds; will regularly be required to talk or hear; and will frequently be required to sit, use hands to finger, handle, or feel, and reach with hands and arms. Vision requirements are close and color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions. The noise level for this environment will be moderate.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.