

Marion County Board of County Commissioners

POSITION DESCRIPTION



To be successful in this position, 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.

INFORMATION SYSTEMS ANALYST

Department: Court Administration
Pay Grade: 112
FLSA Status: Exempt
Job Class: 3078
Risk Code: 8810

JOB SUMMARY

Responsible for performing technical and analytical work in planning and developing systems requirements and enhancement for users of the Circuit Court's information systems. The information systems analyst assists in determining the feasibility of implementing new computer applications or upgrades. The position is responsible for implementation and maintenance of court technology systems, network administration, server configuration and application configuration; including creating and maintaining user accounts for network access, providing security access and permissions to workgroups or domains, and supporting remote access applications; conducting system backups and preventive maintenance for distributed networked systems; responding to and resolving connectivity problems for users; and audiovisual (AV) systems within the court. Working relationships are established with court personnel. Work is performed under the general supervision of the Trial Court Technology Officer.

ESSENTIAL JOB FUNCTIONS

- Debugs applications and provides technical support and training to users.
- Devises complete computer system requirements and layout.
- Develops major area of machine procedure and outlines computer instructions.
- Develops data verification methods and establishes standards for preparation of operating instructions.
- Supervises the installation and modification of computer systems, reviews equipment applications, and determines feasibility concerning data processing programs.
- 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. Designs, configures, and supports back-up systems for all servers and services.
- Performs daily backup, archival, and disaster recovery operations. Ensures all required systems and data are successfully backed up to the appropriate media and recovery tapes are created. Ensures media is recycled and sent off site as necessary.

- Builds and maintains stand-alone and virtual servers in support of network related applications and tools.
- Provides active directory management and support.
- Provides anti-virus and EDR maintenance and support.
- Provides advisement and support to Systems Administrators with network, server, and software issues
- Confers with users to determine and assess user needs and designs and test applications and enhancements departmental officials for preliminary determination of program feasibility.
- Administers a wide range of policies, rules, and regulations as they apply to information systems activities, database administration, and systems integration.
- Coordinates technical aspects of the process, including the establishment of standards, instituting proper recovery systems, and general application support of all projects. Implements, maintains, and provides support for all file structures on all systems.
- Schedules workflow and develops programming techniques; prepares budget estimates for current and proposed projects.
- Performs systems analysis and codes programs using current programming techniques and standards.
- Prepares detailed flow-charts, diagrams, and specifications from which program will be written. Coordinates interface between programmers and users for the Court's information systems.
- Provides internal and external user support. Resolves all problems as assigned and makes recommendations and reports any unresolved problems for resolution.
- 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

This position is responsible for 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:

Bachelor's Degree in Computer Science, Management Information Systems, Mathematics, Statistics, or Engineering or equivalent; and one (1) year experience in systems analysis, programming, systems administration, database administration, distributed network systems; or an equivalent combination of education and experience. Progressively responsible experience in information systems (excluding data entry) may substitute for the recommended college education 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.

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 fundamental 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.
- Ability to function independently as an expert in matters of specialized code, rules, policy, analyses, advanced budgetary, accounting systems, or complex scientific or technical systems.
- Knowledge of computer capabilities, systems analysis, data processing, and programming techniques.
- Knowledge of the principles, practices, and techniques of computer programming and/or systems analysis.
- Knowledge of and ability to use programming languages, including web-based development and database systems and ability to use 3rd and 4th generation programming languages.
- Ability to conduct a feasibility analysis of systems and programs requirements.
- Ability to prepare clear, detailed programs of instruction for users of the Circuit Court's information systems.
- Ability to detect errors on detailed charts, diagrams, and coding.
- Ability to interpret diagrammatic presentations of workflow and prepare computer block diagrams and flow charts.
- Ability to remain calm in stressful situations.
- Ability to act as a project leader.
- Ability to assist as a user support analyst to install and configure systems and application software, perform local area network management, and diagnose hardware and software problems as needed.
- 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

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. 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; 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.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

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.*