

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.

USER ACCOUNT ANALYST

Department: Information Technology
Pay Grade: 110
FLSA Status: Non-Exempt
Job Class: 3508
Risk Code: 8810

JOB SUMMARY

This is technical and analytical work in planning, developing, and implementing procedures related to user account management within the County's information systems. This position is responsible for organizing and maintaining Active Directory (AD) structure, creating and deactivating user accounts within all information systems maintained by the Information Technology department, evaluating user permissions to ensure least privilege access, preparing and presenting reports of user access to auditors, and ensuring that proper procedures relating to user account management are documented and followed.

ESSENTIAL JOB FUNCTIONS

- Reviews requests for user permissions creates and provisions user accounts across various IT systems, including email, network access, and applications.
- Ensure accuracy and completeness of user account information, adhering to established protocols and guidelines.
- Coordinate with relevant departments to gather necessary information for account setup, such as role assignments and access permissions.
- Regularly review and update user account information to reflect changes in roles, responsibilities, or organizational structure.
- Manage account permissions and access levels based on user requirements and security policies.
- Monitor account usage and conduct periodic audits to ensure compliance with security standards and regulations.
- Deactivate user accounts in AD and across software platforms, in a timely manner, as users terminate from the County.
- Maintain user accounts across systems in a manner that keeps the database of users clean and concise.
- Creates and updates policies and procedures related to user account management.

- Develops, provides, and presents reports to auditors, management, and senior staff related to user account management.
- Maintain accurate records of account creation, modifications, and deletions, adhering to data protection regulations and internal policies.
- Generate reports on account status, usage metrics, and security incidents for management review and compliance purposes.
- Document account management procedures and guidelines to facilitate knowledge sharing and standardization within the IT team.
- Collaborate with IT teams, including security, network administration, and helpdesk support, to streamline account management processes and resolve issues promptly.
- Stay informed about industry trends, best practices, and regulatory requirements related to account management and IT security.
- Assist in compliance assessments and audits by providing accurate and up-to-date account information and documentation.
- Provides internal and external user support. Resolves all problems as assigned, makes recommendations, and reports any unresolved problems for resolution in a timely manner.
- May be required to work outside normal business hours, participate in an on-call rotation, have the ability to perform work remotely, respond to emergencies on a 24/7 basis, and carry a mobile phone.
- 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 functioning as a project lead worker for a small group. Reviews the work product of others. Provides guidance, advice, and assistance to others on work assignments.

QUALIFICATIONS

Education and Experience:

Associate's Degree (Bachelor's preferred) in Information Technology, Computer Science, or related field; with three (3) years' experience and/or training in Active Directory, computer operations, and user account management; or equivalent combination of education and experience. Experience with administrating the County's ERP software is preferred.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Must successfully pass a Criminal Justice Information Services (CJIS) background check and maintain a current CJIS Level 4 Security Awareness Certification. These requirements exist at the time of hire and as a condition of continued employment.

May be required to acquire and maintain professional certification(s) related to the technology and applications used by the organization.

- Comptia Security+ Certification within six (6) months of hire

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 and 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.
- Expert knowledge of various computer platforms as adopted by the County.
- Knowledge of Microsoft Active Directory (co-managed).
- Knowledge of local, wide, and wireless area networking fundamentals.
- Knowledge of user administration best practices, NIST standards.
- Ability to plan, schedule, coordinate, and review the work of subordinate technicians.
- 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 be detail oriented.
- 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. 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 is regularly required to walk, talk, see, and hear. The employee is occasionally required to stand and frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms. Some movements of the hands, arms and wrists may involve repetitive motion. Specific vision abilities required by this include close vision, distance vision, 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.

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.