

<p style="text-align: center;"><b>INFORMATION SYSTEMS ANALYST (Systems Administrator)</b></p>
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**MAJOR FUNCTION**

This is technical and analytical work in planning and developing system requirements and enhancements for users of the County's information systems. The information systems analyst assists in determining the feasibility of implementing new computer applications or upgrades.

**ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Setup, maintain and update servers with operating system updates, security patches and firmware upgrades.
- Implements and monitors server and data backup and disaster recovery systems.
- Manage file permissions and file system integrity for all county data.
- The information systems analyst is responsible for debugging applications and providing 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.
- Confers with users to determine and assess user needs, and designs and tests applications and enhancements departmental officials for preliminary determination of program feasibility.
- Responsible for administering a wide range of policies, rules and regulations as they apply to information systems activities, database administration, and systems integration.
- Responsible for coordinating technical aspects of the process, including the establishment of standards, instituting proper recovery systems, and general application

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support of all projects. Implements, maintains, and provides support for all file structures on all systems.

- 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.
- 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.

**SECONDARY FUNCTIONS**

- Performs other tasks as assigned.

**CUSTOMER SERVICE**

This is a front-line position for providing excellent customer service to members of the general public and other State Court 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.

**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.

**EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS**

**Education and Experience**

Graduation from an accredited four year college or university with a degree in computer science or management information systems, or a degree in mathematics, statistics, or engineering with course work in computer science or management information systems, and one year of experience in systems analysis and programming. Progressively responsible experience in information systems (excluding data entry) may substitute for the recommended college education on a year for year basis.

**Licenses**

Valid Florida Drivers License.

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### **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

#### **Language Skills**

- 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.

#### **Mathematical Skills**

- 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.

#### **Problem Solving Ability**

- Troubleshoot and fix server hardware and software problems.
- 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.
- Develops plans, policies, specifications, programs continually.
- Functions independently as an expert in matters of specialized policy, analyses or complex technical systems.

#### **Specialized Skills and Abilities**

- Strong knowledge of Windows Server operating systems, hardware, networking, system administration including Active Directory, and access permissions.
- Knowledge of SAN management and server virtualization.

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- 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.
- 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.
- Knowledge of and ability to use programming languages, including web-based development and database systems and ability to use 3<sup>rd</sup> and 4<sup>th</sup> generation programming languages.
- 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 system and application software, perform local area network management, and diagnose hardware and software problems as needed.
- Ability to communicate clearly and effectively in both verbal and written form.
- 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.

**Machines and Equipment**

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

**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

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feel, and reach with hands and arms. Vision requirements are close and color vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in a typical indoors office environment. The noise level for this environment will be moderate.

Established: 12/2004  
Pay Grade: 20  
Job Description Number: 3078

Category: 3  
Status: E  
Revised: 10/2006