

## Systems Support Analyst

**Class Title:** Systems Support Analyst - 041539

**Class Code:**

**Salary :** \$56,076.80 - \$91,836.97

### Job Summary

#### **MAJOR FUNCTION:**

The essential function of this position is to support court technology needs and associated court systems throughout the Nineteenth Judicial Circuit Court, which includes: Indian River, Martin, Okeechobee, and St. Lucie Counties. Job duties include support of software and hardware applications throughout the Nineteenth Judicial Circuit Court System. Analyze, recommend, and implement corrective technological solutions in consultation with end-users, court partners, and vendors. Provide technical support for business systems applications. Analyze user needs, document user requirements, and evaluate business systems applications against user requirements to provide the best solution. Works under general supervision. This position reports to the Information Security Manager.

### Essential Job Functions

#### **KNOWLEDGE, ABILITIES, AND SKILLS NEEDED IN ORDER TO PERFORM THE ESSENTIAL JOB FUNCTIONS OF THE POSITION:**

##### **KNOWLEDGE:**

Extensive Knowledge of Windows AD Environment

Extensive Knowledge of the characteristics, capabilities, and limitations of hardware and operating systems.

Extensive Knowledge of Microsoft Office Suite. Including but not limited to Outlook, Word, Excel, PowerPoint, One Note, Teams, etc.

Knowledge of Microsoft Automation Tools. Including but not limited to PowerAutomate, PowerBI, Flow, Dataverse, and Forms.

Knowledge of Sharepoint.

Knowledge of software implementation project management tasks.

Knowledge of standard troubleshooting methodologies to effectively perform root cause analysis.

Knowledge of recent technical developments in information systems.

Knowledge of federal, state, and local laws as they apply to information systems and security.

##### **Abilities:**

Ability to independently learn system software.

Ability to work independently and be a self-starter.

Ability to work effectively with customers and peers to deliver support services to our customers in a timely and cost-effective manner.

Ability to analyze customers' needs, formulate a solution, and summarize the solution plan to the customer in non-technical terms.

Ability to present oral and written reports clearly and concisely.

Ability to provide Tier II support to staff and customers.

Ability to establish and maintain effective working relationships at all levels.

**Skills:**

Strong analytical skills with the ability to work through processes, identify and implement process improvements and resolve complex matters. Must possess strong project management and organizational skills to plan, prioritize, multi-task, and independently execute projects/priorities within specific deadlines while maintaining flexibility and attention to detail.

Intermediate to Advanced skills in the use of Microsoft Windows environment. Intermediate to Advanced skills in using Microsoft Suite programs such as Outlook, Word, PowerPoint, Excel, OneNote, and Visio. Skilled with various Automation Tools such as PowerAutomate, Microsoft Forms, and Adobe Professional. Web design experience is desired.

**ESSENTIAL JOB FUNCTION:**

- Conduct analysis techniques and procedures to include consulting with users and other subject matter experts to determine hardware, software, and/or system functional specifications
- Troubleshoots and resolves any problems with business application software.
- Troubleshoot, analyze, and resolve computer software and virtual communication problems and hardware; use diagnostic software and technical troubleshooting processes; correct and report any anomalies.
- Participate in problem-resolution activities to identify technical issues and root causes and provide workarounds and resolutions, considering business constraints. Track the problem and solution(s) to ensure that the same issues do not resurface.
- Analyze and configure software applications related to the judicial viewer, digital court recording system, audio/video applications, Microsoft applications, and other software applications developed by the court technology team and external vendors.
- Conduct project management within the scope of assigned projects. Provide project status reports to the manager and communicate other items of importance with the manager regarding programs and projects.
- Create work methods and sequences that require discretion and independent judgment in technology matters.
- Maintain an understanding of trends in the field. Review online resources, technology offerings, and associated proposals for improving processes within the existing and future technology applications and systems.
- Attend or conduct staff meetings and other professional training to exchange information. Attend technical or professional workshops or seminars to improve skills.
- Performs related work as requested or assigned.

**ESSENTIAL PHYSICAL SKILLS:**

Use of hands and fingers with dexterity. Good vision and hearing. Periodic walking and standing. Ability to lift occasionally 30 pounds. Ability to operate a county vehicle.

**ENVIRONMENTAL CONDITION REQUIREMENTS:** Constant work inside an office in a passive posture. Periodic meetings with department staff, other departments, and divisions. Periodic attendance at meetings inside and outside the county office buildings.

**WORK HAZARDS:** N/A

**SAFETY EQUIPMENT-USED OR NEEDED:** N/A

**Qualifications**

**EDUCATION:**

Bachelor's degree from an accredited college or university in Computer Science, Information Systems, Computer, Engineering or any closely related field. A comparable amount of training or experience may be substituted for the minimum educational qualifications on a year--for year basis.

**EXPERIENCE:**

Three years of experience is required involving support of software computer, audio-visual, communications, control and network-based systems integration, and project management. Prior experience should include customer service, team coordination, and subject matter expertise in assigned tasks.

**LICENSE, CERTIFICATION, OR REGISTRATION:**

Although not required, preference will be given to applicants possessing the following certifications:

Microsoft 365 Certified: Fundamentals (or equivalent)

CompTIA A+

CompTIA Network+

**Additional Information**

Driving Position – Operating County vehicles and/or equipment is a primary function of this position.