

<p style="text-align: center;"><b>USER SUPPORT ANALYST</b> <b>Fifth Judicial Circuit</b></p>
--

**MAJOR FUNCTION**

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. Reports to the Trial Court Technology Officer (CTO).

**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.

- 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 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.
- 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.

<p style="text-align: center;"><b>USER SUPPORT ANALYST</b> <b>Fifth Judicial Circuit</b></p>
--

- Travel within the Fifth Circuit is required.

**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 Court employees. Personal contact occurs with other employees of the Court, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

**SUPERVISION**

No supervisory responsibilities.

**EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS**

**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 associates degree or completion of a vocational/technical school program in computer systems engineering (excluding data entry) and three 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**

Valid Florida Driver License.

**Certifications**

Professional IT certifications as needed.

**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.

<p style="text-align: center;"><b>USER SUPPORT ANALYST</b> <b>Fifth Judicial Circuit</b></p>
--

- 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**

- 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**

- 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 clearly and effectively in both verbal and written form
- Ability to communicate effectively and tactfully with department officials and other administrative personnel.
- Ability to organize material, analyze information, and develop appropriate recommendations.

**USER SUPPORT ANALYST  
Fifth Judicial Circuit**

- 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.

**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 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: 12/04

Pay Grade: 19

Job Description Number: 3104

Category: 3

Status: N/E

Revised: 10/2005