Florida State Courts System
Class Specification

Title: Senior User Support Analyst

Class Code: 4220

General Description

The essential function of the position within the organization is to lead in maintaining, troubleshooting and providing assistance with technological system operations. The position is responsible for troubleshooting, analyzing and correcting hardware and software problems; supervising departmental personnel; providing video teleconferencing support for the Florida judicial network; researching and implementing new/current technology; providing user training; supervising information system projects; serving as liaison and information resource; responsible for network backup and virus protection and performing related clerical tasks. The position works under general supervision independently developing work methods and sequences.

Examples of Work Performed

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Supervises or leads departmental personnel, including training, assigning and evaluating work, and counseling.

Troubleshoots, analyzes and resolves computer hardware and software problems/issues; uses diagnostic software and technical troubleshooting processes; troubleshoots network problems as required. Researches and installs new software on LAN as needed.

Troubleshoots, analyzes and resolves VoIP hardware and software problems/issues; uses diagnostic software and technical troubleshooting processes; troubleshoots telephony problems as required.

Negotiates with vendors whose products or services are in use when resolving issues or requesting pricing information. Researches technical solutions provided by vendors to ensure effectiveness of product or service.
Provides video teleconferencing support for the Florida judicial network, including scheduling v-con requests, arranging v-con resources, running statistical reports for v-con usage, and troubleshooting v-con connections.

Designs, develops and maintains new application software, such as automated document creation programs, automated oral argument calendar, or budget RDB; assesses and communicates technical needs of the area of responsibility to upper management.

Supervises new information system projects, such as user software installation and training, video conferencing, digital audio and video streaming, document imaging, and hardware or software upgrades.

Customizes software by creating forms, templates and macros for individual staff preferences; assists with preparing of documentation on the network.

Provides user support for the area of responsibility, including providing group and individual computer software training and ongoing assistance as required.

Gathers information/data to support periodic and special technical reports documenting activities for area of responsibility.

Performs administrative/clerical tasks, such as assisting with preparation of periodic employee evaluations, performing data entry, faxing, telephoning, or photocopying and maintains inventory of computer related items.

Attends or conducts staff meetings to exchange information; attends technical or professional classes, workshops or seminars to improve professional skills.

Competencies

Data Responsibility:
Refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

People Responsibility:
Refers to individuals who have contact with or are influenced by the position.

Persuades or influences others in favor of a service, course of action, or point of view.

Assets Responsibility:

Refers to the responsibility for achieving economies or preventing loss within the organization.

Requires some responsibility for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials, supplies, or small amounts of money.

Mathematical Requirements:

Deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

Uses basic algebra calculating variables and formulas, and/or basic geometry, calculating plane and solid figures; may compute discounts, interest, ratios and proportions, and percentages.

Communications Requirements:

Involves the ability to read, write, and speak.

Reads professional publications; composes complex reports; speaks formally to groups within the organization.

Complexity Of Work:

Addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs coordinating supervisory work involving policy and guidelines, with constant problem solving requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

Impact of Decisions:

Refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

Equipment Usage:

Refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

SENIOR USER SUPPORT ANALYST

Leads or handles machines, tools, equipment or work aids involving moderate latitude for judgment regarding attainment of a standard or in selecting appropriate items, such as computers, peripherals, software programs or network servers.

Education and Experience Guidelines

Education:
Refers to job specific training and education that is recommended for entry into the position. Additional relevant experience may substitute for the recommended educational level on a year-for-year basis.

Bachelor's degree in computer science, information technology or a closely related field.

Experience:
Refers to the amount of related work experience that is recommended for entry into the position that would result in reasonable expectation that the person can perform the required tasks. Additional relevant education may substitute for the recommended experience on a year-for-year basis, excluding supervisory experience.

Two years of related experience.

Licenses, Certifications, And Registrations Required:
Refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

None