

Florida State Courts System Class Specification

Class Title: User Support Analyst

Class Code: 4210

[Pay Grade: 101](#)

General Description

The essential function of the position within the organization is to maintain, troubleshoot and provide assistance with operations of Windows servers, workstations and telephones. The position is responsible for supporting networks, assisting end users in maintaining web/intranet site content, supporting system user computer needs, troubleshooting and upgrading hardware and software, maintaining the Courts System e-mail operations, monitoring network backup, monitoring virus protection functions, and researching new technology. The position works under general supervision of a Senior User Support Analyst or 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.)

Troubleshoots, analyzes and resolves computer hardware, software and communication problems; uses diagnostic software and technical troubleshooting processes; corrects and reports any anomalies.

Troubleshoots, analyzes and resolves VoIP (IP Telephony) hardware and software problems/issues; uses diagnostic software and technical troubleshooting processes; work with network staff to resolve problems as required.

Maintains the Courts System e-mail operations; adds new users to the domain and monitors daily operations.

Manages PC's and laptops; installs, configures and provides support for desktops, laptops, printers and peripherals; provides user training as required.

Provides software and hardware upgrades to ensure efficient system operations for users.

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Researches and installs new software on workstations as needed; manages and programs network telephone systems; adds/configures new users and troubleshoots mailbox problems.

Performs/monitors network backup; manages virus protection functions to ensure security of the system.

Assists End Users with maintaining the Courts System web and intranet sites, including publishing court documents online and updating sites.

Supports miscellaneous equipment, such as audio-visual; court cell phones, laptops, troubleshoots and corrects problems.

Performs clerical tasks, such as maintaining records of computer equipment of responsibility, preparing requisitions or memoranda, or preparing routine or special activity reports.

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.

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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 Requirement:

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 skilled work involving rules/systems with constant problem solving; requires normal attention with periods of concentration for accurate results and occasional 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.

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 or software programs.

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.

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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.

None

Licenses, Certifications, and Registrations Required:

Refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

None