

# Florida State Courts System Class Specification

**Class Title: My Florida Marketplace Administrator**

**Class Code: 6520**

[Pay Grade 24](#)

## General Description

The essential function of the position within the organization is to provide technical assistance and help-desk support to users of the My Florida Marketplace (MFMP) web-based e-procurement system. The position is responsible for providing technical support and training to a statewide base of users, providing assistance with reconciling purchases/payments in MFMP and FLAIR, providing assistance to Finance and Accounting staff in using MFMP to process payments electronically, and assisting with purchasing card program management. The position works independently, reporting major activities through periodic meetings.

## Examples of Work Performs

(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.)

Provides technical support to a statewide base of users, including adding new user accounts, adding new bill/ship to addresses, preparing/distributing MFMP reports, resetting passwords, assisting with vendor information/questions regarding registration and payment/transaction fees.

Provides MFMP system training to new users, including organizing training materials for distribution at training sessions and for future reference use.

Provides assistance to MFMP users in reconciling purchases/payments in MFMP and FLAIR to ensure prompt payment of invoices; researches payment-related issues as needed.

Provides technical assistance to Finance and Accounting staff in using MFMP to process payments electronically; provides direction for resolving issues; identifies policy/process changes between paper-based and electronic systems.

Assists with purchasing card program management as needed; updates and maintains General Service's web pages; develops new pages for Internet and intranet.

Serves as backup for Court Emergency Management Team. May supervise staff.

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Provides hardware and software application support to General Services staff; identifies and establishes software and electronic processes to improve departmental efficiency through use of technology; provides training on new software as needed.

Provides assistance to Finance and Accounting staff with end-of-year functions within MFMP; assists in identifying new/different end-of-year processes within MFMP.

### **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.

Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.

#### **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.

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Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex articles and reports; makes presentations to professional groups.

### **Complexity of Work:**

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

Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; 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 serious impact - affects most units in organization, and may affect citizens; probability of damage is likely.

### **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 computer hardware and software applications.

### **Safety of Others:**

Refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

## **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, management information systems, business administration 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.

Four years of related experience, including experience in web based applications and principles of accounting.

### **Licenses, Certifications, and Registrations Required:**

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

None