



CLERK & COMPTROLLER, PALM BEACH COUNTY CLASS DESCRIPTION

SHARON R. BOCK
Clerk & Comptroller
Palm Beach County

CLASSIFICATION TITLE: SYSTEMS ANALYST

GENERAL DESCRIPTION OF DUTIES

Under limited direction, the purpose of this position is to perform technical work in analyzing, designing, implementing and maintaining enterprise software systems. This position is responsible for analyzing system and user requirements and specifications, creating and planning projects, developing user documentation, interacting with users and vendors, and troubleshooting problems. Position responsibilities dependent of functional area: PeopleSoft, CMS, Imaging, Court Applications, ShowCase and/or SharePoint/Web applications. This position operates in an office setting Monday through Friday; however, occasional evening, holiday and weekend hours are required for critical system support and for technical emergencies. This will require reporting to the office or accessing the systems remotely depending on business need.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Maintains and modifies enterprise software systems to support user needs; analyzes user requirements and defines specifications; plans, recommends, develops, tests and implements solutions and enhancements

Serves as a technical resource to system users, providing assistance and support of various enterprise software systems; troubleshoots and/or resolves questions and problems

Consults with management and staff to identify business needs and evaluate system impact; analyzes existing processes or procedures; provides input and suggestions including refining business requirements and alternative approaches

Researches and performs/applies upgrades, bundles, patches and fixes to existing hardware and software applications; monitors applications for efficiency and performance

Produces and executes test plans and test scripts; analyzes output, and ensures modifications are made as necessary to meet objectives

Defines, creates, modifies and tests electronic interfaces between applications and/or systems

Develops user and technical documentation; writes and maintains records, reports and documentation on systems and software specifications and configuration

Performs system security functions

SYSTEMS ANALYST

Conducts project planning and implementation; monitors status of projects in relation to projected timetable; estimates timetable and presents project status updates to management; identifies problem trends and areas for improvement

Coordinates cross-functional projects; actively participates and/or leads team in the accurate and timely implementation of solutions

Evaluates new technologies and methods in relation to existing systems; develops recommendations, based on best business practices that provide alternatives, costs and time frames; presents findings and recommendations to management

Communicates with hardware/software vendors; provides information concerning problems, new products, or other issues

Prepares, completes or receives/reviews various forms, reports, correspondence, project plans, user/technical documentation, presentations, or other documents; processes, forwards or retains as appropriate

Communicates with supervisor, employees, other departments, customers/users, technical personnel, vendors, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems

Maintains a working knowledge of a variety of computer operating systems and software programs associated with work activities, which may include word processing, spreadsheet, database, report generation, desktop publishing, presentation, communications, diagnostic, utilities, Internet, and email; maintains working knowledge of computer programs utilized by various Clerk & Comptroller departments

Maintains an awareness of new products, technologies, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; attends internal user group meetings, conferences, workshops, and training sessions as appropriate

Maintains established organizational/departmental productivity standards

Safely and successfully performs essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards

Maintains reasonably regular, punctual attendance consistent with the ADA, FMLA, other federal, state and local standards and the organization's attendance policies and procedures

Comes to work and works the regular schedule and shift for the position

Complies with all personnel policies and procedures

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Provides customer service using multilingual skills as the need arises, if applicable

Performs related duties as directed

