



**SHARON R. BOCK**  
Clerk & Comptroller  
Palm Beach County

## CLERK & COMPTROLLER, PALM BEACH COUNTY CLASS DESCRIPTION

**CLASSIFICATION TITLE: SYSTEMS ANALYST, SENIOR**

### 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, performing application development, developing user documentation, interacting with users and vendors, and troubleshooting problems. This position is also responsible for providing support to Systems Analysts and assisting the supervisor/manager in coordinating application maintenance work and tuning. 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

Provides support and mentoring to Systems Analysts

Maintains version control for all internally developed programming objects and program libraries using tools provided

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

## SYSTEMS ANALYST, SENIOR

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

Performs and maintains system/application security functions

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/manager, 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.

## SYSTEMS ANALYST, SENIOR

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

Performs related duties as directed

### MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in Computer Science, Information Technology or related field, supplemented by seven (7) years of recent and relevant experience that includes computer programming, systems analysis, computer operations, and hardware/software troubleshooting; or an equivalent combination of education, training and experience.

### REQUIREMENTS SPECIFIC TO PEOPLESOFT AREA

Employees assigned to the PeopleSoft area require the following minimum training and experience:

Bachelor's degree in Computer Science, Information Technology or related field, supplemented by seven (7) years of recent and relevant experience with PeopleSoft Applications and technical development tools. Demonstrated knowledge of Oracle, PL/SQL, and reporting tools such as Crystal, BI Publisher required; or an equivalent combination of education, training and experience.

### ADA COMPLIANCE

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions.

The Clerk & Comptroller, Palm Beach County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Clerk & Comptroller, Palm Beach County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I can perform this job with or without a reasonable accommodation.  Yes  No

I would like to request a reasonable accommodation.  Yes  No

*\*If yes, you will be contacted by the Benefits Administrator to begin the interactive dialogue process.*

All job descriptions are subject to revision and amendment. I have received a copy of this job description and am fully aware of the expectations of the job.

---

Employee Signature

Date

---

Printed Name

Department