



CLERK & COMPTROLLER, PALM BEACH COUNTY
CLASS DESCRIPTION

SHARON R. BOCK
Clerk & Comptroller
Palm Beach County

CLASSIFICATION TITLE: SYSTEMS SUPPORT ANALYST

GENERAL DESCRIPTION OF DUTIES

Under direction, the purpose of the position is to perform technical work maintaining enterprise software systems. Employees in this classification provide assistance and support of various enterprise software systems by responding to user/customer requests, testing, creating customized reports, and troubleshooting software related issues. Performs related work as directed.

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.

Under direction of a supervisor, maintains enterprise software systems to support user needs; gathers requirements, 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; acts as a backup to Systems Analysts in providing customer service to end users; fulfills user/customer requests for information, support, and reports.

Creates test cases and test plans, uses automated testing tools to facilitate testing of end-to-end test scenarios.

Designs and modifies reports, forms, tables, data extracts, and queries; updates reports and queries. Uses available reporting tools fulfill reporting requirements within the applications.

Consults with users on report requirements and data availability.

Researches and analyzes new features and enhancements, prepares documentation. Creates and monitors service requests to vendors.

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

Assists in the development of user and technical documentation; writes and maintains records, reports and documentation on systems and software specifications and configuration.

SYSTEMS SUPPORT ANALYST

Communicates with supervisor, employees, other departments, customers/users, technical personnel, vendors, outside agencies, and other individuals as needed to 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 minimal programming, 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.

Participates in various department, information services, user group, and committee meetings.

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

MINIMUM TRAINING AND EXPERIENCE

Associate's degree with course work emphasis in Management Information Systems; supplemented by two (2) years automated information systems experience, to include experience in designing custom reporting, relational database report writers, customer support, implementation planning, and troubleshooting. A minimum of three (3) years' experience working with enterprise software systems such as PeopleSoft. Experience with current programming languages and protocols preferred; or an equivalent combination of education, training, and experience

ADA COMPLIANCE

Physical Ability: Tasks require 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 the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

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.*

SYSTEMS SUPPORT ANALYST

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