

NORTH EAST FLORIDA EDUCATIONAL CONSORTIUM

SYSTEMS SUPPORT ANALYST

JOB DESCRIPTION

QUALIFICATIONS:

- * (1) Bachelor's Degree from an accredited college or minimum of four (4) years experience in a related field
- * (2) Valid Florida Driver's License.
- * (3) Minimum of two (2) years network services experience.
- * (4) Reliable means of transportation and freedom to travel on a frequent basis.
- * (5) Such alternatives to the above requirements as deemed appropriate by the Executive Director
- * (6) Satisfactory criminal background check and drug screening.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of server(s), desktop(s), hand held devices and telecommunications equipment hardware and software operating systems. Ability to communicate effectively with others. Ability to install and maintain assigned equipment.

REPORTS TO:

Operations Manager

JOB GOAL

To provide hardware and software support for servers, desktops, network devices, hand held devices and telecommunications equipment, for NEFEC and member districts.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- * (1) Participate in the development of training curriculum and user education for the systems supported by the project team.
- * (2) Design, develop, test, install, document, and maintain assigned systems according to established NEFEC standards.
- * (3) Assigned systems include the hardware and software for servers, desktops, network devices, handheld devices and telecommunications equipment.
- * (4) Develop and test each proposed change to the network infrastructure.
- * (5) Assist in design specifications for new computer applications.
- * (6) Assist member districts in obtaining services and reports.

Inter/Intra-Agency Communication and Delivery

- * (7) Work with member districts in meeting their MIS/DOE/local goals regarding infrastructure issues.
- * (8) Participate in user group meetings to help set priorities and establish work plans.
- * (9) Work with DOE and district MIS staff to ensure compliance.

SYSTEMS SUPPORT ANALYST (Continued)

- *(10) Works successfully as part of a team.
- *(11) Is responsive to customer needs.
- *(12) Work with appropriate User Groups to promote the sharing of resources and solutions for school districts throughout the State.
- *(13) Keep Operations Manager informed of potential problems or unusual events.

Professional Growth and Improvement

- *(14) Maintain expertise in assigned areas to fulfill goals and objectives.
- *(15) Set high standards and expectations for self and others including certifications.
- *(16) Develop annual goals and objectives consistent with and in support of department goals and NEFEC's goals and areas of focus.
- *(17) Attend training sessions, conferences and workshops as assigned to keep abreast of current practices, programs and issues.

Systemic Functions

- *(18) Adhere to the NEFEC processes in such a manner as to meet audit requirements and delivery of defect-free solutions to the member districts.
- *(19) Demonstrate support for the Consortium's vision, mission, goals and areas of focus.
- *(20) Serve as a consultant to staff members and to district, school or community personnel in assigned services areas as needed or assigned.
- *(21) Prepare or oversee the preparation of all required reports and maintain appropriate records.
- *(22) Consistently represent the Consortium in a positive and professional manner.
- *(23) Adequately plan all program and organizational functions within reasonable timeframes.

Leadership and Strategic Orientation

- *(24) Participate in the planning for future application software needs.
- *(25) Participate in the preparation of long-range objectives, strategies and activities for ETS.
- *(26) Anticipate problems and develop procedures to present or address them.
- *(27) Assist in implementing the NEFEC's goals and areas of focus.
- *(28) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- *(29) Perform other tasks consistent with the goals and objectives of this position.

Worksite Service Standards

- *(30) Exhibit a positive and flexible attitude.
- *(31) Foster and develop a professional image.
- *(32) Demonstrate effective communication and collaboration with external stakeholders as well as co-workers.
- *(33) Exhibit compassion and humility.
- *(34) Promote a passion for learning and growing.
- *(35) Demonstrate initiative.
- *(36) Exhibit the ability to multitask and problem solve.
- *(37) Translate organizational purpose into observable behavior.

Assessment and Other Services

- *(38) The use of the adopted performance appraisal systems for employees.
- *(39) The accurate and timely filing of all applicable reports.
- *(40) The completion of professional development activities as appropriate.

*Essential Performance Responsibilities

SYSTEMS SUPPORT ANALYST (Continued)**PHYSICAL REQUIREMENTS:**

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

Job Description Supplement 12

TERMS OF EMPLOYMENT:

Twelve months. Eight hours per day.
Compensation based on Pay Grade 13.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the NEFEC policy on evaluation of personnel.