



HIGHLAND COUNTY CLERK OF COURTS

JOB DESCRIPTION

JOB TITLE: Applications Analyst

CLASS:

DEPARTMENT: INFORMATION TECHNOLOGY

GENERAL DESCRIPTION:

Technical work, planning, developing, implementing, and organizing application projects and support of information technology. Provides application level support for multi-user database applications including configuration, maintenance, and support applications (e.g. Florida Courts E-Filing Portal). Identifies alternatives for optimizing information system applications. Provides project management and documentation, including training for applications and new application projects.

ESSENTIAL JOB FUNCTION:

1. Investigates application issues, needs, and determine possible solutions.
2. Maintains and documents user-level security within applications.
3. Documents system problems and their resolutions for future reference.
4. With direction from the application owner(s), coordinates setup and maintenance of tables (Fee Code, Case Type, and Docket Code) in the Florida Courts E-Filing Portal (ePortal).
5. Analyzes and evaluates business procedures or problems to define information system needs.
6. Participates in the development, implementation, and testing of application software.
7. Prepares documentation, flow charts, and diagrams outlining system capabilities and processes.
8. Assists with the development and maintenance of application templates.
9. Assists other IT teams in the support of applications across the enterprise.
10. Works as a team member with other technical staff to ensure compatibility between systems.
11. Assists with asset tracking and yearly maintenance.
12. Assists the Business Applications Manager as needed.

{These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.}

MINIMUM QUALIFICATION:

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the capabilities and requirements of information technology equipment.
- Knowledge of data entry methods and operation of data entry equipment.
- Knowledge of departmental policies, procedures and guidelines and the application of such to departmental business processes and applications.
- Ability to analyze and develop long-range and short-range plans, goals and objectives for the provision of information technology services.
- Ability to communicate effectively, orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, outside vendors, user agencies and the general public.

EDUCATION AND EXPERIENCE:

- Graduation from an accredited high school. Graduation from an accredited college or university with an Associate's Degree, preferred.
- Two (2) years of experience in a professional environment, customer facing, preferred.

{A comparable amount of training, education or experience may be substituted for the above minimum qualifications.}

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

- N/A

ESSENTIAL PHYSICAL SKILLS:

- Ability to use desktop and laptop personal computers.
- Ability to communicate using speech, vision and hearing.
- Ability to remain at a work station and view a display screen for extended periods.
- Traverse stairs (if elevator is not accessible).
- Sit for extended periods of time and lift and carry objects in excess of 10 pounds.
- Utilize step-ladder (filing out of normal reach).
- Bend.
- Stoop.

ENVIROMENTAL CONDITIONS:

Office environment.

Reasonable accommodations will be made for otherwise qualified individuals with a disability.

APPROVED: _____

NAME

TITLE

DATE