



FLORIDA STATE COURTS SYSTEM JOB OPPORTUNITY BULLETIN



Internet Address: www.3DCA.flcourts.org

DATE: January 6, 2010 **CLOSING DATE:** February 10, 2010
POSITION NUMBER: 22-009367 **POSITION TITLE:** Sr. User Support Analyst
JOB LOCATION: Third District Court of Appeal **SALARY RANGE:** \$41,694.12 - \$79,218.84
Miami, Florida *** Annually**

* Applicants are usually hired at the minimum of the salary range. Appointments above the minimum are contingent on the applicant's qualifications and available salary rate.
Position will be offered subject to approval of the Chief Justice and the availability of salary funding.

This is complex and responsible technical work in planning, designing, implementing, coordinating, evaluating, and enhancing the State Courts System distributed computer system network, including operating systems, applications software, local area networking, and communications components, for use by court personnel. A senior user support analyst consults with users and performs assessments to determine user needs and systems requirements. The user support analyst is responsible for developing training programs and manuals and may conduct individual and group training for system users. The Senior User Support Analyst also serves as the leader for special assignments and projects. The senior user support analyst is also responsible for analyzing and resolving computer hardware, software, and communication problems using diagnostic software and technical troubleshooting processes. The senior user support analyst serves at the Information Systems Services help desk and responds to calls for assistance and emergencies. Working relationships are established with court personnel throughout the state including judges, clerks of court, law clerks, judicial assistants, system administrators, and vendors.

EDUCATION AND TRAINING GUIDELINES:

A bachelor's degree from an accredited four year college or university with a major in computer science or management information systems and a minimum of two years of experience in computer systems analysis, computer programming, office automation systems, or in planning or designing distributed computer systems. Microsoft certifications are preferred but not required.

KNOWLEDGE SKILLS AND ABILITIES:

Knowledge of distributed computer systems operations, terminology procedures, and equipment. Knowledge of and ability to install office automation software packages including word processing spreadsheets, graphics, communications interface, local area network management and calendaring. Knowledge of the principles, practices, and techniques of computer programming and/or systems analysis. Ability to interpret and analyze computer error messages. Ability to consult with users and assess and determine user needs and systems requirements. Ability to detect, diagnose, resolve, and document data processing malfunctions. Ability to train individuals and groups. Ability to diagnose or debug computer programs. Ability to communicate complex and technical data processing information effectively orally and in writing. Ability to serve as a team leader and monitor the progress of special assignments and projects.

Submit a current and complete State of Florida application and verification of required education (i.e., copy of high school diploma, copy of college degree or college transcripts) to:

Alan Sadowski, Marshal

Third District Court of Appeal
2001 S.W. 117th Avenue
Miami, Florida 33175-1716
Telephone: 305-229-3200 ext. 0

All positions will be awarded upon the successful completion of a Background Investigation. The Third District Court of Appeal is a Drug Free Workplace.

A SEPARATE APPLICATION MUST BE SUBMITTED FOR EACH POSITION LISTING THE APPROPRIATE CLASS TITLE AND POSITION NUMBER FOR WHICH YOU ARE APPLYING. YOUR APPLICATION MUST BE RECEIVED BY 5:00 P.M. ON THE CLOSING DATE.

WE ARE AN EQUAL OPPORTUNITY EMPLOYER. WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.

IF YOU NEED AN ACCOMMODATION TO PARTICIPATE IN THE APPLICATION/SELECTION PROCESS, PLEASE CALL THE CONTACT PERSON AT THE NUMBER INDICATED FOR EACH RESPECTIVE POSITION. PERSONS USING A TDD MAY CALL THE CONTACT PERSON THROUGH THE FLORIDA RELAY SERVICE AT 711.