

PINELLAS COUNTY SCHOOL BOARD
FLORIDA

PCSB: 6689
Pay Grade: C04

FLSA: Exempt

SENIOR USER SUPPORT ANALYST

MAJOR FUNCTION:

Provides advanced technical assistance and analysis within the District involving the design, installation, and troubleshooting of distributive systems. Participates in all phases of user support, micro-computer network activities, and distributive systems. Acts as coordinator for projects involving school users, vendors, and PCSB personnel for the implementation of local area networks. Responsible for coordinating and providing technical training. Work is performed independently and reviewed through observation, conferences and results achieved.

DUTIES AND RESPONSIBILITIES:

- Performs technical planning for automated system purchases, including network design.
- Troubleshoots system hardware and software and provides troubleshooting information to others.
- Installs, tests, maintains, and troubleshoots servers, PCs, printers and software for LANs. Ensures connectivity of LANs to WANs.
- Implements and maintains micro-computer network policies and procedures; networks' equipment inventory; and provides network management.
- Assists users in the evaluation of proposed new systems related to micro-computers, distributed systems, and other small systems and technologies.
- Recommends and reviews purchase requisitions for systems, networks and software to ensure compliance to district standards and policy.
- Assists with department equipment needs for staff; participates in planning sessions with management level personnel.
- Provides technical guidance and expertise to various levels of staff as needed; may be required to deliver presentations.
- Maintains current level of knowledge regarding state of the art industry practices and assists in the examination and evaluation of new computer technologies.
- Acts as coordinator for projects involving users, vendors, and PCSB personnel for the implementation of local area networks.
- Coordinates training programs for non-technical user personnel in the proper use of information processing equipment, local area network administration, procedures and applications; may develop and conduct training and software classes as needed.
- Performs related work as required.

MINIMUM QUALIFICATIONS:

Graduation from an accredited college or university with a Bachelor's degree in Computer Science, or a related field, plus five (5) years of progressively responsible experience in an IBM mainframe environment interfacing networked systems with IBM mainframes or performing activities related to office automation, personal computing and small systems networking; or an equivalent combination of education, training, and experience. Demonstrated effective interpersonal and communications skills.

ISSUED: 8/93 BMP; BOARD APPROVED: 9/8/93; REVISED: MF,D&R,MQ, 2/01 AK; BOARD APPROVED: 10/01.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

SENIOR USER SUPPORT ANALYST

| <u>WORKING CONDITIONS & PHYSICAL EFFORT:</u> | Seldom Or Never | Monthly | Weekly | Daily | Hourly |
|---|-----------------------|---------|--------|-------|--------|
| | | | | | |
| 1. Lift objects weighing up to 20 pounds | | X | | | |
| 2. Lift objects weighing 21 to 50 pounds | | X | | | |
| 3. Lift objects weighing 51 to 100 pounds | X | | | | |
| 4. Lift objects weighing more than 100 pounds | X | | | | |
| 5. Carry objects weighing up to 20 pounds | | X | | | |
| 6. Carry objects weighing 21 to 50 pounds | | X | | | |
| 7. Carry objects weighing 51 to 100 pounds | X | | | | |
| 8. Carry objects weighing 100 pounds or more | X | | | | |
| 9. Standing up to one hour at a time | X | | | | |
| 10. Standing up to two hours at a time | X | | | | |
| 11. Standing for more than two hours at a time | X | | | | |
| 12. Stooping and bending | | X | | | |
| 13. Ability to reach and grasp objects | | | | X | |
| 14. Manual dexterity or fine motor skills | | | | | X |
| 15. Color vision, the ability to identify and distinguish colors | | | | X | |
| 16. Ability to communicate orally | | | | | X |
| 17. Ability to hear | | | | | X |
| 18. Pushing or pulling carts or other such objects | X | | | | |
| 19. Proofreading and checking documents for accuracy | | | | | X |
| 20. Using a keyboard to enter and transform words or data | | | | | X |
| 21. Using a video display terminal | | | | | X |
| 22. Working in a normal office environment with few physical discomforts | | | | | X |
| 23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions | X | | | | |
| 24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions | X | | | | |
| 25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls | X | | | | |
| 26. Operating automobile, vehicle, or van | X | | | | |
| 27. Other physical, mental or visual ability required by the job | X | | | | |

Senior User Support Analyst - PTS