

PINELLAS COUNTY SCHOOL BOARD
FLORIDA

PCSB: 7404
Pay Grade: C02

FLSA: Exempt

USER SUPPORT ANALYST

MAJOR FUNCTION:

Performs advanced technical support work within the district assisting management with support of the schools and departments in the use of information systems and computers. Provides assistance in the implementation of capital outlay purchases. Participates in the design, installation, troubleshooting and support of computer systems and local and wide-area networks in the schools and other district sites. Administers LAN networks. Coordinates training classes and/or trains user in related applications. Work is performed independently under general supervision.

DUTIES AND RESPONSIBILITIES:

- Coordinates and assists in the acquisition, installation, and implementation of information processing systems, analyzes equipment, and recommends modifications.
- Assists in the technical planning and coordinates installation of capital outlay purchases of instructional technology.
- Provides analysis of information processing needs for utilization by potential and/or current users.
- Installs, tests, maintains, and troubleshoots servers, PCs, printers and software for LANs. Ensures connectivity of LANs to WANs.
- Analyzes and corrects malfunctions in stand-alone and networked computers and peripheral devices.
- Assists user departments in analyzing office procedures and evaluating potential methods of information processing capabilities.
- Assists operators of information processing systems in solving problems with procedures, applications, or equipment.
- Coordinates training programs for non-technical user personnel in the proper use of information processing equipment, software applications, and procedures; may develop and construct training classes, as needed.
- May maintain statistical packages or programs, encode, retrieve and program data.
- Reviews purchase requisitions for microcomputer hardware and software to ensure compliance to district standards and policy.
- Develops project plans, timelines, and tasks as required.
- Provides an advanced level of support to administrative users in the district approved microcomputer software and hardware.
- Provides management reports and statistics as required.
- 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 three (3) years of network or computer support experience; or an equivalent combination of education, training, and related Pinellas County School Board experience.

ISSUED: 2/89 MW; BOARD APPROVED: 3/8/89; REVISED: 8/91 (D & R ONLY), REVISED: MF 3/00 AK; REVISED: MF, D&R, & MQ 2/01; BOARD APPROVED: 10/01; REVISED WC: 6/04 LM; REVISED D&R, PG, MQ's: COMBINED "USER SUPPORT ANALYST" & "INSTRUCTIONAL USER SUPPORT" POSITIONS; 6/06 AK; BOARD APPROVED: 8/12/06

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

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				

(MIS Only)
User Support Analyst – PTS