HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Business Applications Systems Analyst

Job Code: U8809
Pay Grade: UE
Pay Scale: $60,641.26-$90,961.88 Annually
Exempt: Yes

OVERVIEW

This is a tier 1 application support position within our Information Services Division (ISD). The systems under our purview include Workday Financials, Payroll, Leave and Absence, Time Tracking, Human Capital Management, Inventory and Assets including related Integrations, Security, Reporting, and Business Processes as well as other enterprise business applications. Responsibilities include troubleshooting and ensuring compliance within the Workday Security model as well as auditing and troubleshooting functional configuration, business processes, and reporting within Workday.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Provide responsible technical and professional assistance to departments by troubleshooting day-to-day software, hardware, databases, and related application issues.
- Work effectively with other support team members and information technology (IT) staff in ongoing design, testing, and support of business application system needs.
- Work effectively with end users to perform a thorough analysis of business operations and procedures with an eye towards increasing efficiency and productivity.
- Perform as a project manager coordinating implementation planning and documentation.
- Produce comprehensive documents outlining user specifications, business processes, functional specifications, and system recommendations.
- Utilize people resources (e.g., team, development staff, vendors, consultants) effectively to bring hardware-related solutions to completion (e.g., meeting milestones, benchmarks, go live and go live support activities).
- Utilize system tools, time, and resources effectively, and provide timely status reports to management.
- Assist in coordinating testing activities among various areas for software releases including end user training and documentation.
- Assist in effort to minimize customizations utilizing system functionality as designed.
- Assist in security of business data to ensure accurate and appropriate use of resources, data, and end user separation of duties.
- Assist in coordination for development and installation of automated management systems.
- Assist in developing and maintaining a comprehensive library of support staff documentation.
- Actively communicate technical and business aspects of work efforts to promote a team player atmosphere.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Working knowledge of change management, functional user security, debugging skills, data analysis, business processes, application workflows, enterprise resource planning (ERP) system architecture, service pack and patch management, software request, etc.

- Ability to develop and introduce more efficient and effective methods to include introduction or revision of automated systems.
- Ability to analyze and quickly debug issues.
- Ability to take ownership of an aspect or task on a project with little to no assistance.

SKILLS

- Work Performance
- Accountability
- Disciplined Execution
- Maintaining Composure
- Professional Etiquette
- Requirements Gathering
- Technical Support
- Cooperative Work
- Following Instructions
- Proactive Behavior
- Punctuality
- Systems Analysis

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Three years of paid experience in a technical support role (e.g., help desk, service desk, desktop).

OR

- An associate degree from an accredited institution of higher education.
- Two years of paid experience in a technical support role (e.g., help desk, service desk, desktop).

OR

- A bachelor’s degree from an accredited institution of higher education with a major in computer science, information systems, accounting, statistics, or a related field.
- One year of paid experience in a technical support role (e.g., help desk, service desk, desktop).

OR

- Three years of experience in a Hillsborough County Sheriff’s Office Information Services Division position.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.

- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.

PREFERRED QUALIFICATIONS

- A bachelor's degree from an accredited institution of higher education with a major in computer science, information systems, accounting, statistics, or related field may replace an equivalent amount of experience.
- Four years of paid experience in a technical support role (e.g., help desk, service desk, desktop) within multiple enterprise server applications.
- Experience with public safety and/or law enforcement environments.