

**Polk County Sheriff's Office Job Description**  
**2126 Systems Support Analyst**  
March 17, 2009

**Position Concept:**

The Systems Support Analyst performs technical and operational work in the Information Technology Section and is knowledgeable in the duties, tasks, and responsibilities.

The most important and essential job function of the position is attitude which includes the following: interacting positively and cooperating with co-workers, responding politely to customers, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The Systems Support Analyst may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

**Essential Functions:**

- Create and develop agency programs
- Maintain and modify programs
- Maintain knowledge of software systems
- Provide user assistance
- Assist members with Ad hoc reporting
- Write technical interface scripts
- Liaison with technical vendors
- Conduct research on Law Enforcement software
- Make recommendations for programs
- Analyze agency programs
- Define application/interface test conditions

**Education, Professional Certification or License:**

- Four (4) year degree in Computer Science or related field from an accredited college or University preferred
- A comparable amount of experience may be substituted
- \*FCIC/NCIC Certification
- Valid Florida driver's license

**Professional Experience:**

- Specialized training in 4 GL database programming, UNIX, SQL, LINUX, XML, and ASP programming languages
- Experience in computer programming for Law Enforcement agency preferred

**Status:**                             Civilian     Sworn     Certified

**Blood and Viral Pathogen Risk:**                             Minimal Risk                             Foreseeable Risk

**Environmental Conditions:**

- Works with and around electrical equipment

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### **Required Skills and Knowledge:**

#### **Knowledge of:**

- PCSO policy and procedures
- Programming language
- UNIX system commands
- Current system configuration
- Proper use of tools and test equipment
- Operating system
- FTP software
- HTML and JAVA
- Web browsers

#### **Ability to:**

- Comprehend software programs
- Read and write English
- Operate a motor vehicle

#### **Skills:**

- Diagnostic
- Advanced problem solving
- Advanced computer
- Programming
- Interpersonal
- Understanding multiple programming
- Languages
- Research
- Basic English grammar
- Keyboarding
- Troubleshooting
- Mathematical

### **Physical Requirements:**

- Sit for long periods
- See at normal level or with accommodation
- Hear at normal level or with accommodation
- Speak English understandably
- Drag
- Crawl
- Bend/squat
- Lift 30 lbs.
- Recognize colors
- Stand
- Walk
- Manual dexterity

\*FCIC/NCIC: Florida Crime Information Center/National Crime Information Center