

# INFORMATION TECHNOLOGY SUBJECT MATTER EXPERT

Job Code	Pay Grade
14646	SM6

## Nature of Work

This is professional strategic information technology work that requires an incumbent to produce expert analytical, technical, and administrative work products in support to county affiliates, departments and organizations. The incumbent identifies and resolves complex work problems of a nature that lower level employees are unable to solve or overcome. Work requires creative and original thinking and is performed under the general direction of senior professionals, with extensive latitude for individual and team initiative, judgment, and discretion in working with customers to determine hardware, software, and system functional requirements to maintain operations, productions, as well as achieve business objectives. Work requires advanced expert proficiency in two or more of the following areas: Database Administration, Network Management, Desktop Management, Server Management, Application Design, Application Development, Enterprise Architecture, Quality Assurance, Incident Management, Security Management, Financial Management, Service Management, Production Application Services, Asset Management, Storage Area Network, Middleware Management, Project/Portfolio Management, and/or Document Management.

## Minimum Qualifications Requirements

- 8 years of technical and professional experience in information technology that includes customer service and 2 years of professional team leadership or supervision in the assigned subject matter tasks; or
- Associate's degree in information technology, computer science, computer technology, or related field and 6 years of experience as described above; or
- Bachelor's degree and 4 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

## Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate competence and/or possess certifications in one or more specific IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Demonstrates expert-level proficiency in two or more of the departmental section disciplines: Database Administration, Network Management, Desktop Management, Server Management, Application Design, Application Development, Enterprise Architecture, Security Management, Quality Assurance, Incident Management, Financial Management, Project Management, Document Management, Service Management, Asset Management, Production Application Services, Storage Area Network, Middleware Management.
- Demonstrates expert-level job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated expert-level proficiency in meeting design specifications of computer systems, programs and operating systems, with the following core competencies: Analysis, Design, Business Process Improvement, Data Modeling, Development, Planning, Implementation, Test Script Development, Monitoring/Controls, Troubleshooting/Problem Solving, Documentation, and Service Motivation.
- Demonstrates leadership that fosters commitment, team spirit, pride and trust through coaching, mentoring, recognizing and guiding employees to achieve results through others. Uses interpersonal skills to influence and inspire others to follow. Facilitates and fosters open communication and cooperation within the organization and with customer groups to build an effective team environment.

# INFORMATION TECHNOLOGY SUBJECT MATTER EXPERT (continued)

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## Illustrative Tasks (continued)

- Acts as a catalyst for organizational change that fosters a quality of service essential to high performance. Has the ability to see things not as they are, but as they can be; and is able to motivate and influence others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Self-motivates, manages, and performs personal daily activities and multiple complex projects under the discipline of defined departmental business processes.
- Prepares and takes responsibility for project plans/schedules, and outlines requirements, tasks, work assignments, resources and critical milestones, with a demonstrated ability to prioritize tasks for both self and others.
- Identifies and analyzes complex problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to individual and organizational problems.
- Takes ownership of complex cross-sectional problems and leads a team to resolution with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers, management and customers at various levels of the organization. Prepares and delivers presentations regularly to various audiences using clear, concise and effective communication.
- Performs assessments and evaluations of employee performance as required.
- Performs other related work as assigned or required.

## Knowledge, Skills, and Abilities

- Knowledge in standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Knowledge in managing personal daily activities and complex projects for self and others that may cross organizational boundaries.
- Knowledge in the use and application of reference materials to research and solve complex problems.
- Knowledge in the application of theory in resolving complex problems.
- Knowledge in applying new technologies, soft skills and procedures.
- Ability to mentor teammates, lead teams, and facilitate groups to achieve success through others.
- Ability to prepare and deliver effective presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist lower level personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to self-develop relevant job-related skill(s) for current and future roles.
- Ability to understand, follow, and to provide specific instructions, priorities, policies and procedures.
- Ability to identify, to take ownership of, and to troubleshoot and solve complex problems.

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Revised	EEOC Code	Overtime Code
8/11	Professionals	Exempt