

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: IT Business Support Specialist
Job Code: 8436
Pay Grade: 55
FLSA Status: Non-exempt



PURPOSE OF CLASSIFICATION:

Performs analytical and some administrative duties in support of operational, business needs, and best practices for the Information Technology Services Division (ITSD). Assists with computer applications support as directed. Assist business analysis team with business process assessment and customer needs identification for proposed systems.

ESSENTIAL FUNCTIONS:

- Processes computer software acquisitions including licenses, purchase documentation, and media; is also responsible for the distribution of software media to IT staff. Manages software licenses and related documentation in compliance with industry standard and best practices.
- Monitors and maintains a database which tracks terms and expiration of software and hardware maintenance contracts. Provides a monthly report of renewals and due dates.
- Provides asset management support for IT related assets, including preparation of County asset inventory forms, assignment of asset tags, and preparation of periodic County asset reconciliation reports.
- Monitors and maintains a database which tracks deployment of computer hardware.
- Assists IT managers with procurement related tasks including research for appropriate hardware models, identification of appropriate vendors or models for specific items, comparative pricing. Coordinates with the procurement unit to resolve purchasing questions or issues.
- Prepares invoices for approval and forwards to finance unit for processing.
- Assists in the validation of applications and computing systems, and assist with training of users/clients.
- Coordinates and executes client hardware and software decommissions resulting from new project driven technology deployments and/or upgrades.
- Works with project teams to understand client requirements and help define appropriate solutions.
- Assists in collecting, reviewing, and delivering system requirements and related work products.
- May perform unit testing and participates in system testing and associated validations of business applications.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Compiles, enters, and maintains statistical data related to departmental operations or projects.
- Creates new and ad-hoc reports for ITSD management team using court financial management system (Navision) and/or MS Excel. Maintains and reviews standard reports.
- Assists with preparation of new or revised IT related policies or procedures, annual statewide strategic plan, or other reports as directed.
- Monitors and maintains department inventory of office supplies.
- Monitors and maintains key control register for departmental staff.
- Updates automated and manual files, handling information that is confidential in nature.
- May perform other related projects and duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have skills in data entry, spreadsheet and database maintenance and the ability to process data accurately with high attention to detail.
- Must have the ability to research, observe, and understand client business requirements and concepts.
- Must have skill in organizing workload, being proactive and managing a wide variety of customer and management team requests simultaneously.
- Must have the ability to exercise good judgment and demonstrate effective decision-making when interacting with coworkers and other court staff.
- Must have the ability to work independently and effectively set priorities in the processing of assigned work.
- Must have the ability to communicate effectively with a wide variety of superior court employees.

MINIMUM REQUIREMENTS:

A High school diploma or equivalent G.E.D certificate, and four years of responsible business/financial and/or administrative support experience in a professional office environment, including a minimum of one year of experience working in, or directly supporting an Information Technology organization; OR any equivalent combination of experience, training and education deemed acceptable by the Human Resources division.

Preference will be given to candidates with experience in identifying and understanding client business processes and requirements.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 30 pounds or less.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Information Technology Manager. This position performs duties under general supervision and has no supervisory responsibilities.

Date: 10/22/12

Revised: 11/07/12

Approved by:

Hiring Authority

Date

Director, Human Resources

Date