**The Florida Legislature**

The Florida House of Representatives

Office of Information Technology

**JOB TITLE:**

Information Systems Programmer/Analyst (Support Analyst)

**GENERAL SUMMARY:**

This is work performing analysis and/or programming activities to support legislative information system users. An employee in a position allocated to this class will typically provide one or more of the following: systems analysis, programming, troubleshooting, training, security/product administration, software and hardware installations, and direct customer support.

**EXAMPLES OF WORK PERFORMED:**

* Interacts directly with customers during problem-solving situations.
* Organizes and maintains accurate written documentation and records.
* Assists in coding activities related to new or existing systems.
* Assists in the installation of new systems or enhancements to existing systems.
* Prepares related correspondence.
* Reports project status to Information Systems Manager in both verbal and written form.
* Conducts system testing.
* Interacts with vendors to obtain information needed in problem-solving or other related areas.
* Participates as needed in the design through implementation process on specialized systems projects.
* Researches industry technological advances which could be of use in the legislative environment.
* Serves as an expert in one or more areas supported by the section.
* Develops and presents user education relating to information systems.
* Develops and administers security functions as it relates to data, physical, and user access to information systems.

**KNOWLEDGE, SKILLS AND ABILITIES:**

* Knowledge of information systems terminology and concepts.
* Knowledge of specialized tools used to develop applications.
* Knowledge of information systems operations, equipment, procedures, and workflow.
* Ability to apply specialized information systems knowledge relating to hardware, systems software, application development, training, user assistance, publications or operations.
* Ability to analyze and solve problems.
* Ability to communicate technical information systems information effectively verbally and in writing.
* Ability to produce quality work under pressure.
* Ability to deal tactfully with the demands of the customers of the information technology offices within the Legislature.
* Ability to conduct in-depth and carefully documented analysis under minimal supervision.
* Ability to read and understand technical information systems publications.
* Performs other related duties as required.

**MINIMUM QUALIFICATIONS:**

A bachelor’s degree from an accredited college or university in computer science, management information systems, mathematics, or engineering.

Progressively responsible information systems experience can substitute on a year-for-year basis for the required college education.

Any combination of progressively responsible information systems experience and post-secondary training in disciplines as described above totaling four years.

**PREFERRED QUALIFICATIONS:**

**Preference will be given to applicants with the following:**

* Proven experience as a help desk technician or other customer support role
* Proficient working knowledge of Microsoft Office products, Windows, and remote control
* Good understanding of computer systems, mobile devices and other tech products
* Ability to diagnose and resolve basic technical issues
* Ability to interact professionally with a diverse group, executives, managers, and subject matter experts
* Customer-oriented and cool-tempered
* Ability to analyze and interpret user requests
* Ability to establish and maintain effective working relationships with others
* Ability to work on a team and work independently
* Excellent communication and interpersonal skills
* Basic understanding of desktop, laptop, and printer hardware repair

**SALARY:**

The salary range for this position is $35,928 - $77,388 annually.

The Legislature offers a competitive benefits package.

**APPLICATION DEADLINE:**

Open until filled

**SUBMISSION OF APPLICATION:**

Qualified applicants should send a completed legislative application and resume to:

Florida House of Representatives  
Office of House Administration

Lawanda Williams

1201 Capitol

402 South Monroe Street

Tallahassee, FL 32399

or email: [Lawanda.Williams@myfloridahouse.gov](mailto:Lawanda.Williams@myfloridahouse.gov)

Applications are available through the Florida Legislature’s web site Online Sunshine or by calling (850) 488-6803.

**ACCOMMODATION FOR DISABILITY:**

If an accommodation is needed for a disability, please notify Human Resources at (850) 488-6803.