



## Clerk of Circuit Court & Comptroller Okaloosa County

### Job Description Supervisor, Application Services

Job Specifications			
<b>Classification:</b>	Exempt	<b>Department:</b>	Information Systems
<b>Supervisor:</b>	IT Director	<b>Location:</b>	Fort Walton Beach
<b>Salary Range:</b>	E-11	<b>Schedule:</b>	Monday - Friday 8am - 5pm
<b>Revision Date:</b>	October 16, 2023	<b>Revised By:</b>	Chelsea Law

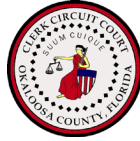
#### Job Summary:

Under the direction of the Information Technology Director, this position directly supervises and coordinates activities of the Application Services staff. This position is responsible for ensuring systems documentation and systems security are properly implemented and maintained. This position operates in an office setting Monday through Friday; however occasional evening holiday and weekend hours are required for critical system support and for technical emergencies. This will require reporting to the office or accessing the systems remotely depending on business need.

#### Essential Job Functions:

The list of essential functions as outlined here is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed if such functions are a logical assignment to the position.

- Oversees and assists staff with installs, upgrades, and configurations of application services software.
- Actively participates and communicates in staff meetings and/or other relevant events.
- Mentors and encourages team members in the performance of their duties.
- Provides guidance, work review, and evaluation to team members.
- Coordinates and implements instruction in an orderly and professional manner, adjusting presentation approach and curriculum per audience learning style and skill level.
- Participates in projects and initiatives regarding planning, implementation, testing and evaluation of new/modified automated processing and data management systems.
- Ensures tasks within assigned areas of responsibility are completed accurately, per established performance measures, and in compliance with governing laws.
- Assists with the design and implementation of application systems platforms.

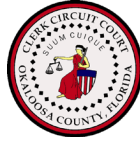


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- Ensures completeness of application services testing. In conjunction with other IT staff, conducts basic performance analyses and tuning of application services.
- Assists with new technology deployments and system integration testing.
- Ensures monitoring and maintenance of system security and provides backup, protection, and recovery support for client data. Assists with routine audits of systems and software.
- In conjunction with other IT staff, troubleshoots and repairs complex hardware and software for servers, as well as configuration problems and routine network problems.
- Reviews the accuracy of documentation of application services support methods, procedures, and configuration.
- Implements new technology deployments and system integration testing.
- Thorough technical knowledge of the operations and maintenance of application services in a hybrid networked environment.
- Attends meetings, conferences, and workshops as requested and authorized.
- Assists manager with providing counseling and discipline.
- Performs additional related work as required.

### **Minimum Required Qualifications:**

- Associates degree in Information Technology or related field supplemented by three (3) years of recent and relevant experience. Will substitute 2 years of relevant experience in lieu of degree.
- Thorough technical knowledge of current Clerk computer operating systems.
- Thorough knowledge of current industry standard systems technologies and platforms.
- Good working knowledge of public sector information system policies, practices, and procedures, such as HIPAA, FIPS140-2 and CJIS.
- Knowledge of Clerk departmental functions, procedures, policies and organization.
- Good knowledge of accounting and mathematical equations for end-user application assistance as well as budget development.
- Skilled in listening and understanding the information system needs of Clerk departments and employees.
- Excellent written and verbal communication skills.
- Excellent organizational and analytical skills.
- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with minimal direction.
- Exceptional interpersonal communication skills.
- Ability to effectively communicate verbally and in writing, technical information to both a technical and non-technical audience.



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- Ability to establish and maintain mutually beneficial working relationships with department and division heads, Clerk employees, as well as outside organizations and vendors/service providers.
- Ability to use logical and creative thought processes to develop solutions based on written specifications and/or oral instructions as well as abstract ideas.
- Ability to quickly learn and adapt to new technology as it relates to the ever-changing business requirements of the Clerk and its citizens.
- Ability to maintain strict confidentiality of Clerk business and information.
- Possess a valid driver license.

### **ADA Compliance:**

The Okaloosa County Clerk of Courts is an Equal Opportunity Employer. ADA requires the Clerk of the Court to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

### **Employee Acknowledgement:**

I have read this job description and I fully understand all my job duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so, I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR staff.