

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Telecommunications Analyst III
CONTRACT YEAR:	Twelve Months
PAY GRADE:	23
BARGAINING UNIT:	BTU - TSP

PREFERRED QUALIFICATIONS

- EDUCATION:** An earned bachelor's degree from an accredited institution in network administration, computer science or related field.
- EXPERIENCE:** Minimum of three (3) years, within the last eight (8) years, of experience in reviewing, analyzing and maintaining telecommunication systems.

OR

MINIMUM QUALIFICATIONS

- EDUCATION:** An earned associate's degree from an accredited institution in network administration, computer science or related field.
- EXPERIENCE:** Minimum of five years (5) years, within the last ten (10) years, of experience in in reviewing, analyzing and maintaining telecommunication systems.

ADDITIONAL QUALIFICATIONS

- PREFERRED:** Experience in telecommunications systems design, implementation, and management; prior experience in a project leadership and/or telecommunications project or systems management. Bilingual skills.
- REPORTS TO:** Department Director or designee
- SUPERVISES:** None
- POSITION GOAL:** The Telecommunications Analyst III provides operationally sound and cost effective solutions in the areas of installation

and services of highly sophisticated telecommunications equipment and facilities.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Telecommunications Analyst III shall:

1. assist in establishing uniform telephone wiring and cable policies and procedures.
2. assist in maintaining telecommunications equipment and facilities inventories.
3. perform telephone moves and changes using software tools where possible and provide oversight of physical moves or changes.
4. diagnose and resolve telecommunications equipment problems.
5. assist in developing, and negotiating third party vendor contracts to provide telecommunications services as may be required to operate and maintain the telecommunications systems supporting the Broward County School System.
6. utilize vendor contracts as they pertain to the telecommunications system supporting the Broward County School District.
7. assist in the preparation of economic and functional analysis of telecommunications facilities and services within the sphere of the job to ensure the most cost effective telecommunications solutions.
8. work closely with the Director, Network Integration to ensure optimum integration of telecommunications applications.
9. provide specialized advice to the Director on technological matters affecting the telecommunications environment of the School System.
10. responsible for review of new construction designs to ensure the proper provisioning of telecommunications wiring and cable facilities to support voice and data requirements.
11. assist in the preparation of bid specifications for telecommunications equipment and evaluate responses.
12. assume responsibility for all priorities and projects that assist in achieving the District's Strategic Plan.
13. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County.
14. participate in the training programs offered to enhance the individual's skills and proficiency related to the job responsibilities.
15. review current developments, literature and technical sources of information related to job responsibilities.
16. ensure adherence to good safety procedures.
17. follow federal and state laws, as well as School Board policies.
18. perform other duties as assigned by the director or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Web Designer
Point Range: 795 - 844

Position Factors

1. **Knowledge:** Combined required minimum education/experience for competent performance

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. **Human Relations Skills:** All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/ tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/ manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

1 - Immediate workgroup

2 - Outside of immediate workgroup

3 - Assistant/ Associate/Deputy Superintendents

4 - Superintendent, School Board; critical external parties

3. **Problem Solving:** Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (cont.)

Telecommunications Analyst III

Point Range: 755-794

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
B2	B3	B	C	B



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	Project Coordinator, Information & Technology
CONTRACT YEAR:	Twelve Months
PAY GRADE:	24
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

- EDUCATION:** An earned bachelor's degree from an accredited institution in computer science, project management or related field.
- EXPERIENCE:** Minimum of five (5) years, within the last ten (10) years, of experience and/or training in the field as related to the title of the position.

OR

MINIMUM QUALIFICATIONS

- EDUCATION:** An earned associate's degree from an accredited institution in computer science, project management or related field. .
- EXPERIENCE:** Minimum of seven (7) years, within the last twelve (12) years, of experience and/or training in the field as related to the title of the position.

ADDITIONAL QUALIFICATIONS

- REQUIRED:** Highly developed analytical skills as well as advanced oral and written communication skills. Knowledge and theory of project management.
- PREFERRED:** Documented project management experience.
- REPORTS TO:** Department Director
- SUPERVISES:** Staff as assigned

POSITION GOAL: To assist with the coordinated direction for information technology initiatives by supporting projects to ensure standardized project management practices, methods, and tools are being utilized to achieve desired performance standards and customer satisfaction

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Project Coordinator, Information & Technology shall:

1. assist with the development of individual project plans and project schedules to ensure performance measures, customer satisfaction, and student achievement requirements are identified as part of the project implementation plan. Assist with coordination efforts to manage projects for unit directors.
2. coordinate and maintain service level agreements.
3. assist division heads and/or administrators by assisting with coordinating user business needs and technology requirements with project management methodologies.
4. assist with effective management of project resources by supporting the coordination of projects.
5. ensure continuous process improvement by utilizing Project Management Office (PMO) software, processes and methodologies such as in-depth work analyses and flow charts to ensure successful delivery of project management (PM) results.
6. act as a liaison between the Information Technology Department and unit directors in the support of various technological systems' project.
7. works with internal and/or external customers to develop project scope, project plans, and project schedule documents. Monitors project work to ensure progress is within specified guidelines and requirements and is completed on time and within budget.
8. identify, track, and monitor project issues and risks. Work to facilitate and develop solutions with customers.
9. prepare project status reports as necessary.
10. organize and conduct project team meetings as necessary.
11. assume responsibility for all priorities and projects that assist in achieving the District's Strategic Plan.
12. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
13. participate in the training programs offered to enhance the individual's skills and proficiency related to the job responsibilities.
14. review current developments, literature and technical sources of information related to job responsibilities.
15. ensure adherence to good safety procedures.
16. follow federal and state laws, as well as School Board policies.
17. perform other duties as assigned by the Director, or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Project Coordinator, Information & Technology

Point Range: 795 - 844

Position Factors

1. Knowledge: Combined required minimum education/experience for competent performance

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|---|---|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/ Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (cont.)

Project Coordinator, Information & Technology

Point Range: 795 - 844

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
B2	C3	C	C	C

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	System Support Specialist II
CONTRACT YEAR:	Twelve Months
PAY GRADE:	24
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned bachelor’s degree from an accredited institution in computer science, computer information systems, management information systems or related field.

EXPERIENCE: Minimum of five (5) years, within the last ten (10) years, of experience in systems design and implementation.

OR

MINIMUM QUALIFICATIONS

EDUCATION: An earned associate’s degree from an accredited institution in computer science, computer information systems, management information systems or related field.

EXPERIENCE: Minimum of seven (7) years, within the last twelve (12) years, of experience in systems design and implementation.

ADDITIONAL QUALIFICATIONS

REQUIRED: Demonstrated experience and familiarity with process of designing and configuring structured networks and in the support network products and solutions.

PREFERRED: Bilingual skills

REPORTS TO: Director or designee

SUPERVISES: No supervisory responsibilities

POSITION GOAL: To design, maintain and implement networks and telecommunications systems. Support all technology network infrastructures, wireless devices and manage technology projects for schools. Maintain close working relationship with customers.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Systems Support Specialist II shall:

1. support server and desktop-based, laptop and server hardware. Maintains system and integrates these within the network.
2. analyze and documents customer requirements for specific projects as assigned, including designing new systems and preparing specifications.
3. design and implements enhancements for specific existing systems as assigned.
4. collaborate with business units and schools, creates professional development materials for end users. Assist with technical support.
5. assume responsibility for all priorities and projects that assist in achieving the District's Strategic Plan.
6. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
7. participate in the training programs offered to enhance the individual's skills and proficiency related to the job responsibilities.
8. review current developments, literature and technical sources of information related to job responsibilities.
9. ensure adherence to good safety procedures.
10. follow federal and state laws, as well as School Board policies.
11. perform other duties as assigned by the director or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates regularly with employees throughout the District using tact and good judgment to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

System Support Specialist II

Point Range: 795 - 844

Position Factors

1. Knowledge: Combined required minimum education/experience for competent performance

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

1 - Immediate workgroup

2 - Outside of immediate workgroup

3 - Assistant/ Associate/Deputy Superintendents

4 - Superintendent, School Board; critical external parties

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (cont.)

System Support Specialist II

Point Range: 795 - 844

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
B2	B3	C	C	C

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Web Designer
CONTRACT YEAR:	Twelve Months
PAY GRADE:	24
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned bachelor’s degree from an accredited institution.

EXPERIENCE: Minimum of five (5) years, within the last ten (10) years, of experience and/or training in the field related to the title of the position.

OR

MINIMUM QUALIFICATIONS

EDUCATION: An earned associate’s degree from an accredited institution.

EXPERIENCE: Minimum of seven (7) years, with the last twelve (12) years, of experience and/or training in the field related to the title of the position.

ADDITIONAL QUALIFICATIONS

REQUIRED: Experience in web design and web page implementation.

PREFERRED: Bilingual skills preferred.

REPORTS TO: Supervisor or designee (Information & Technology Department)

SUPERVISES: No supervisory responsibilities

POSITION GOAL: Assists with design and implement new systems. Maintain existing systems and close working relationships with customers.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Web Designer shall:

1. analyze and document customer requirements for specific projects.
2. assist with design and construct web pages/sites of moderate complexity including incorporating graphic user interface (GUI) features and other techniques. Maintain and provide ongoing design of the website.
3. coordinate the development of documentation for specific web projects. Assist with coordination of activities including system maintenance and development within an application area.
4. assume responsibility for all priorities and projects that assist in achieving the District's Strategic Plan
5. perform and promote all activities in compliance with equal employment nondiscrimination policies of The School Board of Broward County, Florida.
6. participate in the training programs offered to enhance the individual's skills and proficiency related to the job responsibilities.
7. review current developments, literature, and technical sources of information related to job responsibilities.
8. ensure adherence to good safety procedures.
9. follow federal and state laws, as well as School Board policies.
10. perform other duties as assigned by the Administrator/Supervisor or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with employees throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Web Designer
Point Range: 795 - 844

Position Factors

1. Knowledge: Combined required minimum education/experience for competent performance

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

1 - Immediate workgroup

2 - Outside of immediate workgroup

3 - Assistant/ Associate/Deputy Superintendents

4 - Superintendent, School Board; critical external parties

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (cont.)

Web Designer
Point Range: 795 - 844

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
B2	B3	B	C	B

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Senior Web Designer
CONTRACT YEAR:	Twelve Months
PAY GRADE:	26
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

- EDUCATION:** An earned bachelor’s degree from an accredited institution.
- EXPERIENCE:** Minimum of five (7) years, within the last twelve (12) years, of experience and/or training in the field related to the title of the position.

ADDITIONAL QUALIFICATIONS

- REQUIRED:** Experience in web design and implementation.
- PREFERRED:** Prior experience in a project leadership role. Bilingual skills.
- REPORTS TO:** Department Supervisor or designee
- SUPERVISES:** Staff as assigned
- POSITION GOAL:** To design and implement new systems. Maintain existing systems and close working relationships with customers.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Senior Web Designer (Systems Analyst III) shall:

1. analyze and document customer requirements for specific projects.
2. design and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques.
3. maintain and provide ongoing design of the website.
4. coordinate the development of documentation for specific web projects. Coordinate the activities including system maintenance and development within an application area.
5. assume responsibility for all priorities and projects that assist in achieving the District’s Strategic Plan.

- 6.. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
7. participate in the training programs offered to enhance the individual's skills and proficiency related to the job responsibilities.
8. review current developments, literature and technical sources of information related to job responsibilities.
9. ensure adherence to good safety procedures.
10. follow federal and state laws, as well as School Board policies.
11. perform other duties as assigned by the director or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with employees throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Senior Web Designer
Point Range: 895 - 944

Position Factors

1. **Knowledge:** Combined required minimum education/experience for competent performance

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. **Human Relations Skills:** All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

1 - Immediate workgroup

2 - Outside of immediate workgroup

3 - Assistant/ Associate/Deputy Superintendents

4 - Superintendent, School Board; critical external parties

3. **Problem Solving:** Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (cont.)

Senior Web Designer
Point Range: 895 - 944

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
C2	C3	C	C	C

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Business System Manager, Development
CONTRACT YEAR:	Twelve Months
PAY GRADE:	27
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned master's degree in computer science or management information systems from an accredited institution.

EXPERIENCE: Minimum of five (5) years, within the last ten (10) years, of increasingly responsible experience in designing, developing, testing and improving custom programs and interfaces for an enterprise resource planning (ERP) system or similar environment

OR

MINIMUM QUALIFICATIONS

EDUCATION: An earned bachelor's degree in computer science or management information systems from an accredited institution.

EXPERIENCE: Minimum of seven (7) years, within the last twelve (12) years, of increasingly responsible experience designing, developing testing, and improving custom programs and interfaces for an enterprise resource planning (ERP) system or similar environment.

ADDITIONAL REQUIREMENTS

REQUIRED: Experience in developing data dictionary modifications, dialog programming, user exits and interfaces/conversions. Demonstrated experience of standard programming practices, processes, and principles. Proven experience with effective planning, organizing, analyzing situations

and data, communicating complex ideas, and providing problem resolution with minimal direction. Prior supervisory experience. Proficiency in ERP system programming, as well as other computer skills as required for the position.

PREFERRED: Experience in SAP (ABAP) programming applications with project implementation. Bilingual skills.

REPORTS TO: Director or designee

SUPERVISES: Staff as assigned

POSITION GOAL: Assist the Director in maintaining or enhancing the ERP system by supervising an assigned team. Ensure business processes and system configurations are aligned by managing collaboration of end users of the system with the support center department, designing or redesigning business processes, and enhancing the system to accommodate defined processes where possible, as they relate to the various modules comprising the ERP system. Provide management with consistent and accurate information that can be relied upon in making business decisions. Manage changes to system programming to minimize the risk of disrupting the daily operations of the School District.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Business System Manager, Development shall:

1. maintain and enhance the ERP system to efficiently and effectively support work practices, District policies, legal and fiscal/budget requirements, collective bargaining agreements, and personnel administration by assisting management in developing, monitoring and enforcing accurate and effective business processes.
2. supervise the work of assigned staff to ensure staff accuracy, quality, timeliness, progress toward department goals, and compliance with department standards by proactively monitoring work progress and results of on an ongoing basis.
3. collaborate with the appropriate school/department to determine the compatibility and effectiveness of current work processes, and their interaction with the system, relative to system capability to determine need for new work processes or enhancement to existing processes.
4. identify, analyze and resolve work process issues, document system user's needs and problems.
5. document each new or changed work process procedure, report, service or utility.
6. design solutions necessary to develop or add new functions within the system

- or work environment.
7. ensure integration of system configuration changes to other modules.
 8. test new work processes to ensure their functionality and economy to implement.
 9. assist with any configuration/development pertaining to the applicable module or situation.
 10. articulate user needs to the development team and take ownership of development work performed.
 11. assist with the planning, analyzing, testing and implementation of new releases, patches and maintenance for applicable modules or situations.
 12. create appropriate interface designs so information can be passed between legacy I SAP systems.
 13. design custom programs/reports and create program specifications for assigned projects and manage and/or create transports as needed for changes in programming.
 14. review, approve/reject and coordinate movement of transportable changes through the system landscape.
 15. coordinate changes needed to the regular production run schedule. Manage special runs for periodic processes.
 16. coordinate charter school DOE data collection by communicating schedules and deadlines to the charter schools.
 17. manage system modifications and custom programs affected by vendor provided changes during upgrades, enhancements, support package stacks and rollouts; ensure modifications and custom programs are working as expected.
 18. work with consultants regarding system related activities.
 19. assist in ensuring that the District remains in compliance with external requirements and internal policies by remaining current with State/Federal regulations and system technologies in the applicable functional area.
 20. design, manage, coordinate and complete projects assigned by developing a project plan, marshaling the resources to execute the project plan and performing the necessary activities to ensure completion of the projects by set deadlines.
 21. perform and promote all activities in compliance with equal employment and non-discrimination policies of the School Board of Broward County, Florida.
 22. Participate in the training programs offered to enhance the individual's skills and proficiency related to the job responsibilities.
 23. review current developments, literature and technical sources of information related to job responsibilities.
 24. ensure adherence to good safety procedures.
 25. follow federal and state laws, as well as School Board policies.
 26. perform other duties as assigned by the Director or designee

SIGNIFICANT CONTACTS –frequency, contact, purpose, and desired end result:

Frequently works with Department heads, Principals, and applicable staff to obtain input and understanding of their work processes and needs; periodically works with senior management on specific design issues. Frequently works with

SAP support and with ERP analyst, in this school district and in other districts, on technical issues related to the functionality of the SAP ERP system.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Business System Manager, Development
Point Range: 945 - 994

Position Factors

1. Knowledge: Combined required minimum education/experience for competent performance

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|---|---|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/ Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (cont.)

Business System Manager, Development
Point Range: 945 - 994

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
C2	C3	D	C	D

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Senior Process Analyst
CONTRACT YEAR:	Twelve Months
SALARY BAND:	C
BARGAINING UNIT:	ESMAB

MINIMUM QUALIFICATIONS

EDUCATION: An earned bachelor's degree from an accredited institution in computer science, mathematics or related field.

EXPERIENCE: Minimum of seven (7) years, with the last twelve (12) years, of increasingly responsible experience and/or training in the field related to the title of the position.

ADDITIONAL QUALIFICATIONS

REQUIRED: Knowledge of standard practices, processes, principles, State and Federal regulations in the applicable functional area. Must possess excellent written and oral communication skills.

PREFERRED: Bilingual skills preferred

REPORTS TO: Department Director or designee

SUPERVISES: Staff as assigned

POSITION GOAL: To ensure processes and systems are aligned by serving as the liaison between functional users and the technology division and/or other division(s), designing processes, and configuring the system to accommodate designed processes. Provide continuing analytical services to identify changes in work practices, requirements for technology applications, and implementation of associated system changes.

ESSENTIAL PERFORMANCE RESPONSIBILITIES**The Senior Process Analyst shall:**

1. assist management in developing processes which support implementation of work practices, District policies, legal and fiscal/budget requirements, administration of collective bargaining agreements, and personnel administration.
2. analyze current work processes in the area of responsibility to assess compatibility with the system.
3. provide support to appropriate work area(s) in understanding work processes and their interaction with the system.
4. identify work process issues, document system user's needs and problems.
5. research and evaluate possible software solutions, and design and implement appropriate corrective actions.
6. coordinate with pertinent departments/locations District initiatives involving any changes/upgrades and directing consultants as necessary.
7. document each new or changed work process procedure, report, service or utility
8. design solutions necessary to develop or add new functions within the system or work environment.
9. evaluate, trouble-shoot and recommend security accesses for users
10. optimize current work processes by adapting to new functionality in the system or work environment.
11. articulate users need to the development team and take ownership of development work performed.
12. lead and coordinate the planning, analyzing, testing and implementation of new releases, patches and maintenance for applicable modules or situations.
13. assist in the design of training material and assessment of training needs based upon work process changes and enhancements to existing systems.
14. coordinate training on the system to end users and project team staff.
15. assist in ensuring that the District remains in compliance with external requirements and internal policies by remaining current with State/Federal regulations and system technologies in the applicable functional area.
16. assume responsibility for all priorities and projects that assist in achieving the District's Strategic Plan.
17. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
18. participate in the training programs offered to enhance the individual's skills and proficiency related to the job responsibilities.
19. review current developments, literature and technical sources of information related to job responsibilities.
20. ensure adherence to good safety procedures.
21. follow federal and state laws, as well as School Board policies.
22. perform other duties as assigned by the director or designee.

SIGNIFICANT CONTACTS –frequency, contact, purpose, and desired end result:

Frequently works with functional users at all levels and applicable staff to obtain input and understanding of their work processes and needs; periodically works with senior management on specific design issues.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Senior Process Analyst
Point Range: 945 - 1044

Position Factors

1. **Knowledge:** Combined required minimum education/experience for competent performance

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. **Human Relations Skills:** All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

1 - Immediate workgroup

2 - Outside of immediate workgroup

3 - Assistant/ Associate/Deputy Superintendents

4 - Superintendent, School Board; critical external parties

3. **Problem Solving:** Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (cont.)

Senior Process Analyst
Point Range: 945 - 1044

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
C3	C3	D	C	C



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	<u>Senior Project Manager Technology,</u> Project Management Office
CONTRACT YEAR:	Twelve Months
PAY GRADE:	27
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned bachelor's degree in computer science, business administration/project management or related field from an accredited institution.

EXPERIENCE: Minimum of ~~eight (8)~~ seven (7) years, within the last twelve (12) years, of experience and/or training in a field related to the title of the position.

ADDITIONAL QUALIFICATIONS

REQUIRED: Requires highly developed analytical skills as well as advanced oral and written communication skills. Requires at least five (5) years documented experience in project management. Requires knowledge and theory of project management. Computer skills as required for the position.

PREFERRED: ~~Preferred degree majors in computer science, business administration/project management.~~ Documented experience managing information technology projects. PMI Certification or advanced degree in project management preferred. Bilingual skills preferred.

REPORTS TO: ~~Director, Network Integration or designee~~

SUPERVISES: Personnel as assigned

POSITION GOAL: Provide coordinated direction for Information Technology initiatives to ~~a project management office~~ by identifying, developing, and monitoring ~~district technology~~ projects to ensure standardized project management practices, methods, and tools are

being utilized to achieve desired performance standards and customer satisfaction.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Senior Project Manager, Technology, Project Management Office shall:

1. develop individual project plans and project schedules to ensure performance measures, customer satisfaction, and student achievement requirements are identified as part of the project implementation plan. Involves coordinating people resources to manage projects for unit directors.
2. improve resource management by coordinating and maintaining service level agreements.
3. utilize standard policies and procedures for effective coordination of technology projects.
4. serve as liaison to other divisions and/or administrators by coordinating user business needs and technology requirements with project management methodologies.
5. ensure effective management of project resources by coordinating, maintaining, forecasting and managing projects and developing assigned staff through ongoing performance management.
6. demonstrate managerial initiative in identifying and mitigating potential risks or issues to the project management initiatives.
7. ensure continuous process improvement by utilizing Project Management Office (PMO) software, processes and methodologies such as in-depth work analyses and flow charts to ensure successful delivery of project management (PM) results.
8. work with internal and/or external customers to develop project scope, project plans, and project schedule documents. Prepare project status reports as necessary.
9. assigns, schedules, and monitors project work to ensure progress is within specified guidelines and requirements and is completed on time and within budget; mentor and provide expertise to other project team members.
10. identify, track, and monitor project issues and risks. Work to facilitate and develop solutions with customers.
11. organize and conduct project team meetings as necessary.
- ~~1. design, manage, and coordinate the processes of the Project Management Office (PMO) by implementing a consistent project management system and providing status reports to management on all projects to ensure continuous improvement of the project management process.~~
- ~~2. ensure alignment of IT and business strategy by engaging in frequent communications with user community, District senior managers, Board members, Florida Department of Education, other Florida school districts, and community leaders as it relates to PMO and acting as PMO liaison to the PRESS.~~
- ~~3. oversee the development of individual project plans, including formal project plans for projects exceeding six months of effort, to ensure performance~~

- ~~measures, customer satisfaction, and student achievement requirements are identified.~~
- ~~4. serve as project manager on special projects and coordinate directors on large project initiatives by providing assistance to unit directors in managing projects.~~
 - ~~5. coordinate and facilitate multiple development, reengineering and process improvement initiatives; expand the PMO to incorporate updated features and requirements.~~
 - ~~6. improve resource management for each project by coordinating and maintaining service level agreements and/or warranty support services for project management services, reducing the number of redundant and overlapping projects, and performing capacity planning.~~
 - ~~7. ensure project coordination and effective resource management by serving as a steering committee member for major district technology projects.~~
 - ~~8. ensure PMO resources are efficiently used by providing project management services to district staff.~~
 - ~~9. stay current on significant technological advances and new developments in project management and advise of opportunities to expand project management services.~~
 - ~~10. assist the Director, Technical Support Services, in the development and maintenance of departmental standards (programming and documentation).~~
 - ~~11. develop and deliver specialized training programs on project management principles and tools for senior managers, district administrators, and other district staff to ensure understanding of the project management process.~~
 - ~~12. coordinate standard policies and procedures affecting the specifications for effective coordination of technology projects.~~
 - ~~13. serve as liaison to other divisions and/or administrators by coordinating user business needs and technology requirements with project management resources.~~
 - ~~14. ensure effective management of department resources by coordinating, maintaining, forecasting and managing departmental budgets and developing assigned staff through ongoing performance management.~~
 - ~~15. demonstrate managerial initiative in identifying potential problems or opportunities for improvement and take appropriate action.~~
 - ~~16. ensure continuous process improvement by analyzing comprehensive business processes, performing in depth work analyses, and developing computer-generated flow charts.~~
 - ~~17.12.~~ perform and promote all activities in compliance with equal employment and non discrimination policies of the School Board of Broward County, Florida.
 - ~~18.13.~~ participate successfully in the training programs offered to increase the individual's skill and proficiency related to the assignments job responsibilities.
 - ~~19.14.~~ seek out and review current developments, literature and technical sources of information related to job responsibilities.
 - ~~20.15.~~ ensure adherence to good safety procedures.
 - ~~21.16.~~ follow Federal and State laws, as well as School Board policies.

- 22.17. perform other duties as assigned by the Director, ~~Network Integration~~ or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Adopted: 7/6/04

Board Adopted: 10/11/05

Reporting Change: 7/1/07

Revised: 01/22/10

2009-2010 Organizational Chart

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Systems Analyst
CONTRACT YEAR:	Twelve Months
PAY GRADE:	27
BARGAINING UNIT:	BTU - TSP

MINIMUM QUALIFICATIONS

- EDUCATION:** An earned bachelor's degree in computer science or related field from an accredited institution.
- EXPERIENCE:** Minimum of ~~five (5)~~ seven (7) years, within the last twelve (12) years, of experience and/or training in the ~~field related to the title of the position~~ developing , documenting and implementing systems analysis projects.

ADDITIONAL QUALIFICATIONS

- REQUIRED:** Three (3) years of experience in a supervisory capacity in systems design, programming and implementation. Very high level of technical knowledge of Data Base Management Systems. ~~Computer skills as required for the position.~~
- PREFERRED:** Bilingual skills
- REPORTS TO:** Director, ~~Technical Support Services~~ or designee.
- SUPERVISES:** ~~Programmer/Analysts & Programmers~~ Staff as assigned
- POSITION GOAL:** ~~To d~~Design, maintain and implement new and existing systems. Maintain close relations with users in support the School District application systems.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Systems Analyst shall:

- 1: generate system documentation (system flow charts, instructional manuals, logic diagrams, etc.).
- 2: coordinate the activities (maintenance and development)

- ~~within an application area, (e.g., Finance).~~
- ~~3. analyze and document user requirements.~~
 - ~~4. perform feasibility studies.~~
 - ~~5. design new systems and develop program specifications to accomplish the design.~~
 - ~~6. prepare implementation plan for all new systems and coordinate the implementation effort.~~
 - ~~7. design and implement enhancements to existing systems.~~
 - ~~8. communicate with operational staff in analyzing user problems.~~
 - ~~9. assist in hardware/software evaluation.~~
 - ~~10. lead and manage projects as directed under the direction of Director, Technical Support Services.~~
 - ~~11. work with users to coordinate and prioritize projects (maintenance and development).~~
 - ~~12. apply System Development Methodology techniques to all new applications.~~
 - ~~13. assign work to Programmer/Analysts and Programmers.~~
 - ~~14. instruct Programmer/Analysts and Programmers in data processing techniques.~~
 - ~~15. review and approve the work of Programmer/Analysts and Programmers.~~
 1. analyze and document user requirements for application projects.
 2. design new systems and strategies to achieve business objectives develop program specifications to accomplish the design.
 3. prepare implementation plans for all new systems and coordinate the implementation effort.
 4. coordinate the activities (maintenance and development) within an application area. Review and approve work of staff.
 5. work with users to coordinate, and prioritize projects (maintenance and development). Communicate on status and progress of projects with users.
 6. work closely with programmers and end users to test and validate that enhancements meet user requirements.
 7. assist in hardware/software evaluation.
 8. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
 9. participate, successfully, in the training programs offered to increase the individual's skill and proficiency related to the assignments.
 10. review current developments, literature and technical related to job responsibility.
 11. ensure adherence to good safety procedures.
 12. follow federal and state laws, as well as School Board policies.
 13. perform other duties as assigned by the Director or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:
Communicates regularly with employees throughout the District using tact and good judgment to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 4/20/78

Revised: 3/20/79

ER80-12 Approved: 10/2/80

Board Approved: 2/16/84 & Adopted: 3/1/84

Alignment Title change: 4/12/94; 4/13/99

Realigned: 4/7/98

Title Alignment Change: 5/9/01; 3/19/2002

Board Adopted: 12/16/03*

Revised: 5/9/06

Revised: 10/25/2012

2012-2013 Organizational Chart



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	Senior Systems Programmer
CONTRACT YEAR:	Twelve Months
PAY GRADE:	27
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned bachelor's degree from an accredited institution in computer science, ~~mathematics, information systems~~ or related field.

EXPERIENCE: Minimum of ~~five (5)~~ seven (7) years, within the last twelve (12) years, of experience and/or training in the field related to the title of the position in designing, implementing, maintaining and modifying computer systems and networks.

ADDITIONAL QUALIFICATIONS

REQUIRED: ~~Any combination totaling nine (9) years of either college coursework or work experience in Computer Science or programming and five (5) years of experience in systems programming will substitute for the above qualifications. Proficiency in assembler language also required. Demonstrated proficiency in installing operating systems such as z/OS, VM, VSE or ISeries OS. Computer skills as required for the position.~~

PREFERRED: Bilingual preferred.

REPORTS TO: Director, ~~Technical Support Services~~ or designee

SUPERVISES: No supervisory responsibilities

POSITION GOAL: To install and maintain ~~the integrity of~~ all systems software. To technically advise the staff and ensure speedy diagnosis and resolution of hardware/software problems.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:**The Senior Systems Programmer shall:**

1. maintain the operating system for the district's main production systems (HR, Finance) with minimal supervision. ~~be at the technical level of competence where he/she can carry out tasks with minimal supervision.~~
2. install and maintain operating system, data base, ~~telecommunications,~~ network, ~~compiler,~~ and utility software.
3. ~~write programming standards for the Systems and Programming staff.~~
- 4.3. assist the Operations and Applications Programming staff (and district staff, as appropriate) to identify and resolve problems.
5. ~~effectively manage the allocation of disk space for the Systems and Programming staff.~~
6. ~~communicate with vendors and supplying representatives of software products being used. Configure and tune the existing software resources to optimize their performance.~~
7. ~~communicate with engineering representatives of hardware products being used.~~
- 8.4. proactively monitor performance and intervene as necessary. Configure and tune the existing software resources to optimize their performance.
9. ~~communicate with and instruct console operators on the operating procedures.~~
10. ~~give technical guidance and training to the entire staff.~~
- 11.5. gather necessary data to support the capacity planning and hardware/software evaluation efforts.
- 12.6. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
- 13.7. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
- 14.8. review current developments, literature and technical sources of information related to job responsibilities.
- 15.9. ensure adherence to good safety procedures.
- 16.10. follow federal and state laws, as well as School Board policies.
- 17.11. perform other duties as assigned by the Director, or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 4/20/78

Revised: 3/20/79

ER80-12 Approved: 10/2/80

Revised: 2/16/84 &

Adopted: 3/1/84

Realigned: 4/12/94

Realignment Title Change: 3/19/96; 4/7/98

Revised & Adopted: 12/9/2003

Board Adopted: 12/16/03*



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	District Network Technology Coordinator
CONTRACT YEAR:	Twelve Months
PAY GRADE:	27
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned bachelor's degree from an accredited institution in computer science, information technology or a related field.

EXPERIENCE: Minimum of ~~five (5)~~ seven (7) years, within the last twelve (12) years, of experience and/or training in the field related to the title of the position

OR

MINIMUM QUALIFICATIONS

EDUCATION: ~~An earned associate's degree from an accredited institution~~

EXPERIENCE: ~~Minimum of eight (8) years of experience and/or training in the field related to the title of the position.~~

OR

~~Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program~~

~~Minimum of ten (10) years of experience and/or training in the field related to the title of the position.~~

ADDITIONAL QUALIFICATIONS

REQUIRED: ~~Requires highly developed analytical, oral and written skills. Preferred experience in designing and configuring structured networks, and supporting systems that support networks in schools. Local Area Network (LAN) products and applications, and~~

~~Telephony solutions. Hands-on experience with network protocol, gateways, ethernet, fast ethernet, hubs, and multiprotocol routers and switches preferred. Computer skills as required for the position.~~

- PREFERRED:** Experience in competitive procurement procedures and general budgetary preparation processes (including E-rate if and where applicable). Bilingual skills.
- REPORTS TO:** Information & Technology Director, Network Integration or designee
- SUPERVISES:** Supervises the installation of computer networks in schools and centers. Supervises installation team and clerical support.
- POSITION GOAL:** ~~To ensure the smooth and expeditious installation of networks in the schools and centers in the school district.~~ Identify, develop, and monitor district technology projects to ensure standardized practices, methods, and tools are being utilized to achieve desired performance standards and customer satisfaction.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The District Network Technology Coordinator shall:

1. ~~schedule the installation of end user technology~~ design, manage and coordinate the District's technology standards by implementing consistent and effective processes for all school networks. Provides technology status reports to management on all projects to ensure continuous improvement.
2. coordinates the implementation of major technology projects in all schools, centers and District offices and serves as the primary contact for the appropriate vendor community. ~~coordinate the site preparation prior to installation.~~
3. establishes and maintains a close working relationship with the Supply Management and Logistics Department.
4. ensures project coordination and effective resource management by serving as a steering committee member for major district technology projects. ~~serve as the primary contact for The School Board of Broward County with the vendors.~~
5. ~~supervise~~ coordinates the vendor-provided training for The School Board of Broward County personnel on the usage of the technology in coordination with the Human Resource Department. ~~authorize the payment of vendors upon the successful completion of the acceptance period.~~
6. ~~represent The School Board of Broward County in all disputes regarding payment to vendors.~~
7. ~~develop a process of written documentation for each step of the scheduled milestone criteria for transmittal to the vendor(s) and affected School Board of Broward County personnel.~~

- ~~8.~~ work closely with the project coordinator at the Facilities and Construction Management Department.
- ~~9.~~ establish a close working relationship with the Purchasing Supply Management & Logistics Department.
- ~~10.~~ provide the Superintendent Support, Association Superintendent with weekly status reports and meet with the Director as required.
- ~~11.~~ take necessary action to eliminate delays to assure and adherence to the master schedule.
- ~~12.~~6. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
- ~~13.~~7. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
- ~~14.~~8. review current developments, literature and technical sources of information related to job responsibilities.
- ~~15.~~9. ensure adherence to good safety procedures.
- ~~16.~~10. follow federal and state laws, as well as School Board policies.
- ~~17.~~11. perform other duties as assigned by the Director, or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 12/19/89 & Adopted: 1/16/90

Title Change: 5/19/92

Proposed J.D.-E-9 New

Revised: 3/21/95 & Adopted: 4/11/95

Reporting Title Change: 3/19/02

Board Adopted: 12/16/03



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	Basis Administrator
CONTRACT YEAR:	12 Months
PAY GRADE:	27
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

- EDUCATION:** An earned bachelor's degree in computer science, information technology or related field from an accredited institution
- EXPERIENCE:** Minimum of seven (7) years, within the last twelve (12) years, of experience and/or training in the field related to the title of the position.

OR

MINIMUM QUALIFICATIONS

- EDUCATION:** ~~An earned associate's degree from an accredited institution~~
- EXPERIENCE:** ~~Minimum of nine (9) years of experience and/or training in the field related to the title of the position.~~

ADDITIONAL QUALIFICATIONS

- REQUIRED:** Computer skills as required for the position, including advanced technical knowledge of SAP Basis Administrator functions, at least three (3) years of increasingly more responsible experience in the Basis Administration of SAP systems, and experience in supporting Microsoft Server operating systems. Excellent communication, relationship management, project management, and team management skills.
- PREFERRED:** Prior experience on Application Servers with emphasis on the following systems: SAP Human Resource Management System, Business Software International, SAP Knowledge Warehouse, SAP Employee Self Service, IXOS, SAP Enterprise Portal, SAP

Business Warehouse, SAP Customer Relationship Management, and SAP Solution Manager. Bilingual skills preferred.

REPORTS TO: Assigned Director

SUPERVISES: N/A

POSITION GOAL: To ensure that SAP systems software is current with maintenance upgrades, meets service level agreement availability requirements, and meets performance goals by performing system administration tasks.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Basis Administrator shall:

1. implement, administer, and maintain multiple SAP instances and client strategy, including development, test, training and production, that comprise each of the SAP environments (~~SAP Human Resource Management System, Business Software International, SAP Knowledge Warehouse, SAP Employee Self Service, IXOS, SAP Enterprise Portal, SAP Business Warehouse, SAP Customer Relationship Management, and SAP Solution Manager~~).
2. support application developers and SAP functional leaders
3. introduce technical changes (including support packages, kernel upgrades, and system upgrades) into the technical environment using a structured approach that minimizes risk and achieves high reliability, availability and performance of each SAP instance. Integrate one SAP instance with other SAP instances or other non-SAP applications by configuring the SAP Application Link Enabled (ALE) technology.
4. ~~Direct support of Payroll work unit functions such as updating tax tables to reflect changes in tax rates, generating and printing of payroll checks, payroll advices, and W2s. Monitor Payroll runs and advise Payroll how to expedite the payroll process to meet Payroll deadlines. Maintain system current as it relates to tax code. Manage business continuity/disaster recovery for all operational ERP systems (Payroll, HR, etc.).~~
5. research and analyze alternative technical solutions, determine optimal solutions given the resources available, and provide clear written and/or verbal documentation for the rationale.
6. lead and coordinate the technical team as necessary for the implementation of technical enhancements.
7. continually monitor system performance and SLA (service level agreements). Provide hardware/software evaluation and planning, including capacity planning for upgrade of servers or file systems. Install and remove application servers as required.
8. perform SAP client administration (create client, copy client, delete client, export/import client) as required. Maintain SAP performance.
9. ~~Maintain SAP performance by monitoring SAP systems, planning and~~

- ~~executing SAP tuning strategies, administering SAP print services and queues, identifying and resolving problems on a timely basis using SAP's technical resource system (OSS).~~
- ~~10. Perform transports. Troubleshoot and resolve transport errors and dependencies.~~
- ~~11. Perform SAP security administration including maintaining (add, change, and delete) SAP security profiles, transactions for users, and info types that users are able to access; create and maintain SAP system administrative jobs such as spool reorganizations, job log reorganizations, and security profile synchronization.~~
- ~~12.9. Implement and monitor SAP system Service Level Agreements.~~
- ~~13. Establish outside vendor relationships in support of systems development efforts.~~
- ~~14. Insure availability of SAP Employee Self Service systems by maintaining and upgrading SAP Employee Self Service software~~
- ~~15. Test and resolve issues related to the deployment of SAP GUI front-end software~~
- ~~16. Perform installation, maintenance, and tuning of Windows operating systems.~~
- ~~17. Implement and maintain third party software (e.g. Sendmail (SAP system mail connectivity), Veritas Backup Software, PC Anywhere remote connectivity software).~~
- ~~18. Implement upgrade strategies for Document Imaging Software (IXOS)~~
- ~~19. Maintain backup and recovery procedures (weekly and disaster recovery) for SAP and IXOS systems~~
- ~~20. Assist in the design, testing and installation of the SAP data archive process.~~
- ~~21. Maintain SAP Knowledge Warehouse software and content~~
- ~~22. Maintain and upgrade SAP Router service and CISCO router for SAP OSS access to allow SAP to access BCPS systems and resolve problems~~
- ~~23.10. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.~~
- ~~24.11. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.~~
- ~~25.12. review current developments, literature and technical sources of information related to job responsibilities.~~
- ~~26.13. ensure adherence to good safety procedures.~~
- ~~27.14. follow federal and state laws, as well as School Board policies.~~
- ~~28.15. perform other duties as assigned by the Director, or designee.~~

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Adopted: 4/18/06

Revised: 9/12/06

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	<u>Senior Programmer IV</u>
CONTRACT YEAR:	Twelve Months
PAY GRADE:	24
BARGAINING UNIT:	BTU - TSP

PREFERRED QUALIFICATIONS:

EDUCATION: An earned bachelor's degree from an accredited institution in computer science, information systems, mathematics, engineering or related field.

EXPERIENCE: A minimum of ~~four (4)~~ five (5) years, within the last ten (10) years, of experience and/or training in the field related to the title of the position in creating, reviewing, analyzing and modifying programming systems.

OR

MINIMUM QUALIFICATIONS

EDUCATION: An earned associate's degree from an accredited institution in computer science, information systems, mathematics, engineering or related field.

EXPERIENCE: A minimum of ~~six (6)~~ seven (7) years, within the last twelve (12) years, of experience and/or training in the field related to the title of the position in creating, reviewing, analyzing and modifying programming systems.

ADDITIONAL QUALIFICATIONS

PREFERRED: ~~Prefer~~ Progressively more responsible programming work experience in systems programming design programming and implementation. Demonstrated proficiencies experience in the use of COBOL, or ABAP, or web development tools such as ASP.NET, VB.NET, Java, JavaScript, C#, Visual Studio, Web Parts, Web Widgets,

~~SQL. Bilingual skills preferred. Computer skills as required for the position.~~

~~Job Progression Career Path — The Programmer I, II, III, and Programmer IV jobs are designated as one job for the purpose of job progression when an employee has achieved an evaluation indicating that his/her job performance has met or exceeded the expectations of the job, at the discretion of the department administrator.~~

~~NOTE: The employee must be on each level of the job progression program for a minimum of one (1) year.~~

REPORTS TO: Department administrator Director or designee

SUPERVISES: No supervisory responsibilities

POSITION GOAL: To maintain existing systems and develop new systems. To develop/enhance new and existing programming application systems.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Senior Programmer IV shall:

1. create, review, analyze, and modify programming systems using specific programming languages (e.g., COBOL, ABAP, .NET). serve as backup to the Systems Analyst/Supervisor.
2. using provided specifications, develop, code, test, verify and move programming changes into production. Maintain and enhance existing systems. assist the Systems Analyst/Supervisor in technically supervising and guiding the Programmers.
3. assist in designing, creating, and analyzing data interfaces between information systems. maintain a high level technical knowledge of state-of-the-art programming techniques and productivity tools.
4. advise supervisor or systems analysts of how system will perform based on coding changes. Prepare system documentation and program specifications, as needed. maintain and enhance existing systems.
5. Assist in preparing system documentation
6. Assist in preparing program specifications
7. may lead small developmental projects or subsets of larger developmental projects including providing technical guidance to lower level programmers.
8. perform more complex programming tasks at a higher technical level than Programmers I, II and III.
9. require minimal supervision in the accomplishment of his/her assigned tasks.
10. assist with on-the-job training and development of Programmers.

- ~~11~~6. participate, ~~successfully~~, in the training programs offered to ~~increase~~ enhance the individual's skill and proficiency related to the ~~assignment~~ job responsibilities.
- ~~12~~7. review current developments, literature and technical sources of information related to job ~~responsibility~~ies.
- 8. perform and promote all activities in compliance with equal employment nondiscrimination policies of The School Board of Broward County, Florida.
- ~~13~~.9. ensure adherence to good safety procedures.
- 14. ~~perform other duties as assigned by the department administrator or designee.~~
- ~~15~~10. follow federal and state laws, as well as School Board policies.
- ~~16~~11. perform other duties as assigned by the ~~department administrator~~ director or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with employees throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 4/20/78 &
 Revised: 3/20/79, 11/1/79 & 2/7/80
 ER80-12 Approved: 10/2/80
 Revised: 12/15/88 &
 Adopted: 1/17/89
 Realigned: 4/12/94
 Revised: 8/3/99
 & Adopted: 9/7/99
 Updated: 6/13/02
 Board Adopted: 12/16/03*
 Revised: 03/12/07, 3/6/08

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Operations Supervisor
CONTRACT YEAR:	Twelve months
PAY GRADE:	24
BARGAINING UNIT:	BTU - TSP

PREFERRED QUALIFICATIONS:

EDUCATION: ~~An earned associate's degree from an accredited institution, or sixty (60) semester hours of credit from an accredited institution which includes twelve (12) semester hours of data processing related courses.~~

An earned bachelor's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: A minimum of five (5) years, within the last ten (10) years, of experience and/or training in the field related to the title of the position.

OR

MINIMUM QUALIFICATIONS

EDUCATION: ~~Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.~~

An earned associate's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: A minimum of ~~eight (8)~~ seven (7) years, within the last twelve (12) years, of experience and/or training in the field related to the title of the position.

ADDITIONAL QUALIFICATIONS

REQUIRED: Data processing work experience in a ~~school and/or county level management~~ information systems ~~(or its equivalent)~~ is required. Demonstrated proficiency in interfacing with all areas of student

~~record applications (such as scheduling, FTE, grade reporting, exceptional child and student registration), accounting, personnel, and payroll. . Computer skills as required for the position.~~

PREFERRED: ~~Preferred degree major coursework in computer science or related field. Bilingual skills preferred.~~

REPORTS TO: ~~Director, Customer Information Services or designee~~

SUPERVISES: Employees as assigned

POSITION GOAL: ~~To supervise all shift personnel and retain administrative control over all shift activities. To effectively manage Production Control operators.~~

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Operations Supervisor shall:

1. ~~Assign and supervise shift personnel in accordance with their job descriptions and the work to be done.~~
2. ~~Thoroughly understand/update the student records computer/user procedures manuals and answer questions from the schools.~~
3. ~~Assist with on-the-job training and development of shift personnel.~~
4. ~~assure that all shift personnel possess and maintain up-to-date standard operating procedures manuals and are kept informed of all activities relevant to shift personnel.~~
5. ~~Assure that production schedules are met for all users in accordance with previously prepared schedules and special priority expediting~~
6. ~~assure that computer operations is informed of any deviations from the daily and shift job schedules.~~
7. ~~coordinate county and state course requirements with curriculum directors.~~
8. ~~serve on Educational Technology Services (ETS)/School Computer Committee to build reports schedule.~~
9. ~~coordinate all problem-solving activities between schools, centers, and ETS department so as to provide single interface to users.~~
10. ~~make recommendations to improve procedures.~~
11. ~~coordinate data base recoveries at school minicomputers and synchronize with central student data base.~~
12. ~~schedule and coordinate inservice with school administrators and data processing secretaries.~~
13. ~~ensure utilization of on-line problem tracking/reporting system and coordinate the resolution of day to day, as well as systemic, problems.~~
14. ~~be responsible for the change control function to ensure that any changes to our production environment are properly logged, reviewed, evaluated, and communicated.~~

15. ~~assist the Director, Customer Information Services in the preparation of the supplies budget.~~
16. ~~coordinate the operational implementation of state mandated student/staff data base.~~
17. ~~coordinate all data transmissions of student transcripts to other school districts, within the state.~~
1. assign and supervise shift personnel in accordance with their job descriptions and the work to be done. Assist with on-the- job training and development of shift personnel.
2. Thoroughly understand/update the student records and answer questions from the schools. Coordinate the operational implementation of state mandated student/staff data base. Assure schedules for survey transmissions, receiving of reports and dissemination of information to schools and departments.
3. Assure that production schedules are met for all users in accordance with previously prepared schedules and special priority expediting. Assure that computer operations is informed of any deviations from the daily and shift job schedules.
4. coordinate county and state course requirements with curriculum directors.
5. Ensure utilization of on-line problem tracking/reporting system and coordinate the resolution of day to day, as well as systemic, problems.
6. responsible for the change control function to ensure that any changes to our production environment are properly logged, reviewed, evaluated, and communicated.
- 18-7. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
- 19-8. participate, ~~successfully,~~ in the training programs offered to ~~increase~~ enhance the individual's skills and proficiency related to the job responsibilities.
- 20-9. review current developments, literature and technical sources of information related to job responsibilities.
- 21-10. ensure adherence to good safety procedures.
- 22-11. perform other duties as assigned by the Director Customer Information Services.
- 23-12. follow federal and state laws, as well as School Board policies.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 7/1/83 &

Adopted: 8/4/83

Item G-7: 11/6/86

Revised: 6/22/89 &

Adopted: 7/18/89

Realigned: 4/12/94

Realigned: 3/19/96

Revised: 8/19/97 &

Adopted: 9/2/97

Alignment Title Change: 4/13/99

Board Adopted: 12/16/03

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Systems Programmer II
CONTRACT YEAR:	Twelve Months
PAY GRADE:	24
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned bachelor's degree from an accredited institution in computer science, mathematics, information systems or related field.

EXPERIENCE: ~~Minimum of three (3) years, within the last ten (10) years, of experience and/or training in the field related to the title of the position in implementing, maintaining and modifying computer systems and networks.~~ Minimum of five (5) years, within the last ten (10) years, of experience and/or training in the field related to the title of the position in implementing, maintaining and modifying computer systems and networks.

OR

MINIMUM QUALIFICATIONS

EDUCATION: ~~Will accept any combination of education/experience totaling six (6) years of either college level course work in Computer Science or programming experience.~~

An earned associate's degree from an accredited institution in computer science, mathematics, information systems or related field.

EXPERIENCE: Minimum of seven (7) years, within the last twelve (12) years, of experience in implementing, maintaining and modifying computer systems and networks.

ADDITIONAL QUALIFICATIONS

REQUIRED: ~~Requires p~~Programming experience, one year of which must have been in systems programming related tasks. Proficiency in assembler language required

- PREFERRED:** Bilingual skills preferred. ~~Computer skills as required for the position.~~
- REPORTS TO:** Director, Technical Support Services
- SUPERVISES:** None
- POSITION GOAL:** To install and maintain the integrity of all systems software. To technically advise the staff and ensure speedy diagnosis and resolution of hardware/software problems.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Systems Programmer II shall:

1. be at the technical level of competence where he/she can carry out task with minimal supervision.
2. assist in installing and maintaining utility software.
3. assist in writing programming standards for the Systems and Programming staff.
4. assist the Operations and Systems and Programming staff in problem determination and resolution
5. effectively manage the allocation of disk space for the Systems and Programming staff
6. communicate with and instruct console operators on the operating procedures.
7. assist and give technical guidance and training to the entire staff.
8. participate, successfully, in the training programs offered to increase the individual's skill and proficiency related to the assignments.
9. review current developments, literature and technical sources of information related to job responsibility.
10. ensure adherence to good safety procedures.
11. perform other duties as assigned by the Director, Technical Support Services.
12. follow federal and state laws, as well as School Board policies.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates regularly with employees throughout the District using tact and good judgment to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 10/20/83 &

Adopted: 11/3/83

Realigned: 4/12/94

Realigned: 3/19/96

Realigned: 4/7/98

Realigned: 4/13/99

Board Adopted: 12/16/03*



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	Supervisor II, Computer Operations
CONTRACT YEAR:	Twelve months
PAY GRADE:	23
BARGAINING UNIT:	BTU - TSP

PREFERRED QUALIFICATIONS:

EDUCATION An earned bachelor's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: Minimum of three (3) years, within the last eight (8) years of experience and/or training in the field related to the title of the position

OR

MINIMUM QUALIFICATIONS:

EDUCATION: ~~Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.~~

An earned associate's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: ~~Minimum of eight (8) five (5) years, within the last ten (10) years, of experience and/or training in the field related to the title of the position.~~

ADDITIONAL QUALIFICATIONS

REQUIRED: ~~Experience in mainframe console operations with four (4) years experience in supervisory capacity. Comparable experience to the operation of IBM 4000 series and impact printers and 3490E tape systems. Experience in an environment comparable to that of the School Board of Broward County. Computer skills as required for the position. May be required to work varying shifts/workdays. Technical experience in an IT environment comparable to that of the School Board of Broward County. Be technically capable of~~

operating all installed computer equipment. May be required to work varying shifts/workdays.

PREFERRED: Bilingual skills.

REPORTS TO: Director, ~~Computer Operations~~ designee

SUPERVISES: Staff as assigned. ~~Supervisor, Computer Operations, Computer Operator I, Computer Operator II and Operations Technicians.~~

POSITION GOAL: To supervise shift personnel and retain administrative control over shift activities.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Supervisor II, Computer Operations shall:

1. coordinate production schedules for all shifts. Assure that Production Control is informed of any deviations from the daily job schedule.
2. assure that appropriate personnel are notified immediately with complete details on all hardware, software and telecommunications malfunctions and follow up to assure that appropriate action is being taken. Assure that Production Control is informed of any deviations from the daily and shift job schedules. analyze, document and resolve all problems relative to computer room activities.
3. ~~coordinate installation of all hardware in computer room in conjunction with the Director, Computer Operations.~~
- 4.3. assign and supervise all shift personnel in accordance with their job descriptions and the work to be done.
- 5.4. assist with on-the-job training and development of all shift personnel; participate in performance appraisals of all shift personnel. Make recommendations to improve operating conditions and procedures
- 6.5. ~~Director, Computer Operations.~~
- 7.6. ~~notify appropriate personnel immediately with complete details on all hardware, software and telecommunications malfunctions, and follow up to assure that corrective action is taken.~~
- 8.7. assure that all shift personnel possess and maintain up-to-date standard operating manuals and keep informed of all activities relevant to shift personnel.
- 9.8. assure that production schedules are met for all users in accordance with previously prepared schedule and special priority expediting.
- 10.9. assure that Production Control is informed of any deviations from the daily job schedule.
11. ~~assure optimal utilization of all computer resources.~~
12. ~~assure that an adequate number of computer operators are in the computer room at all times.~~
13. ~~make recommendations to improve operating conditions and procedures.~~
14. ~~assure that shift personnel perform all required equipment maintenance tasks~~
15. ~~assure adherence to all tape library procedures.~~

- ~~16.~~ assist the Director, Computer operations in evaluating personnel
- ~~17.~~ be technically capable of operating all installed computer equipment.
- ~~18.~~10. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
- ~~19.~~11. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
- ~~20.~~12. review current developments, literature and technical sources of information related to job responsibilities.
- ~~21.~~13. ensure adherence to good safety procedures.
- ~~22.~~14. follow federal and state laws, as well as School Board policies.
- ~~23.~~15. perform other duties as assigned by the Director, or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 2/16/84 & Adopted: 3/1/84

Realigned: 4/12/94

Realigned: 3/19/96

Revised: 8/19/97 & Adopted: 9/2/97

Alignment Title Change: 4/13/99

Board Adopted: 12/16/03

Reporting Relationship Change: 7/6/04

Updated: 8/17/07

Revised: 11/06/07

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Supervisor, Computer Operations
CONTRACT YEAR:	Twelve Months
PAY GRADE:	22
BARGAINING UNIT:	BTU - TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned bachelor's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: Minimum of one (1) year , within the last five (5) years, of experience and/or training in the field related to the title of the position.

OR

MINIMUM QUALIFICATIONS

EDUCATION: ~~Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing program.~~

An earned associate's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: ~~Minimum of six (6) years, within the last seven (7) years, of experience and/or training in the field related to the title of the position.~~

ADDITIONAL QUALIFICATIONS

REQUIRED: ~~Two years experience in a supervisory capacity. Preferred experience in console operations. Computer skills as required for the position.~~ Technical experience in an IT environment comparable to that of the School Board of Broward County. Be technically capable of operating all

installed computer equipment. May be required to work varying shifts/workdays.

- PREFERRED:** Bilingual skills preferred.
- REPORTS TO:** Director, Computer Operations or designee.
- SUPERVISES:** Computer Operator I and Computer Operator II Employees as assigned.
- POSITION GOAL:** To supervise all shift personnel and retain administrative control over all shift activities.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Supervisor Computer Operations shall:

1. ~~assign and~~ supervise shift personnel in accordance with their job descriptions and the work to be done.
2. assist with on-the-job training and development of shift personnel; participate in performance approvals of shift personnel. Make recommendations to improve operating conditions and procedures.
3. assure that ~~data control~~ appropriate personnel are notified immediately with complete details on all hardware, software and telecommunications malfunctions and follow up to assure that appropriate action is being taken. Assure that production schedules are met for all users in accordance with previously prepared schedules
4. ~~provide special reports as requested by the Director, Computer Operations.~~
- 5.4. assure that all shift personnel possess and maintain up-to-date Standard Operating Procedures manuals and are kept informed of all activities relevant to shift personnel.
6. ~~assure that production schedules are met for all users in accordance with previously prepared schedules and special priority expediting.~~
7. ~~assure that Production Control is informed of any deviations from the daily and shift job schedules.~~
8. ~~assure optimal utilization of all computer resources.~~
9. ~~assure that an adequate number of computer operators are in the computer room at all times.~~
10. ~~make recommendations to improve operating conditions and procedures.~~
11. ~~see to it that shift personnel perform all required equipment maintenance tasks.~~
12. ~~assure adherence to all local and remote type library procedures~~
13. ~~assist Director, Computer Operations in evaluating personnel.~~
14. ~~be technically capable of operating all installed computer equipment~~
5. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
- 15.6. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
- 16.7. review current developments, literature and technical sources of information related

- to job responsibilities.
- ~~17.8.~~ ensure adherence to good safety procedures.
- 9. follow federal and state laws, as well as School Board policies.
- 10. perform other duties as assigned by the Director, or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 4/20/78
Revised: 3/20/79
ER80-12 approved: 10/2/80
Item G-7: 11/6/86
Realigned: 4/12/94
Realigned: 4/13/99
Board Adopted: 12/16/03
Revised: 10/09/07
Revised: 11/06/07



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	Supervisor, Records Retention
CONTRACT YEAR:	Twelve Months
PAY GRADE:	23
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: Associate's ~~An earned bachelor's~~ degree in information sciences and technology or related field from an accredited institution.

EXPERIENCE: Minimum of ~~five (5)~~ three (3) years, within the last eight (8) years, of increasingly responsible experience and/or training in the field related to the title of the position.

OR

MINIMUM QUALIFICATIONS

EDUCATION: ~~Standard high school diploma or satisfactory completion of an approved General Education Development (GED) Testing Program.~~

An earned associate's degree in information sciences and technology or related field from an accredited institution.

EXPERIENCE: Minimum of ~~seven (7)~~ five (5) years, within the last ten (10) years, of experience and/or training in the field related to the title of the position.

ADDITIONAL QUALIFICATIONS:

PREFERRED: ~~Preferred~~ eExperience to include records ~~retention~~ management in a large ~~institutional~~ work environment and preference of two (2) years in a supervisory capacity. Bilingual skills preferred. ~~Computer skills as required for the position.~~

REPORTS TO: Director, ~~Customer Information Services~~ or designee

SUPERVISES: Clerk Specialist IV, Operations Specialist III, and Operations Specialist IV Supervises clerical roles in the department.

POSITION GOAL: Establish and administer a records management program which preserves and disposes of district documents in accordance with school board policies and Florida statutes.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Supervisor, Records Retention shall:

1. serve as the Records Management Liaison Officer between the School Board of Broward County and the State Bureau of Archives and Records Management, as required by Florida statute, to ensure the District is in compliance with state regulations applicable to records management.
- ~~1.2.~~ establish efficient schedules and disposal procedures of district records in accordance with state laws, as well as School Board policies. If record scheduled for disposal is not included in state general schedule it must be submitted for state approval.
- ~~2.3.~~ supervise and maintain proper functioning and operation of equipment utilized by Records Retention staff.
- ~~3.4.~~ supervise department personnel to archive and retrieve official student documents and School Board Records in accordance with School Board policies and Florida statutes.
4. ~~maintain inventory of supplies and equipment. Develop work contingency plans to ensure uninterrupted operations despite problems caused by equipment breakdown and absent personnel.~~
5. oversee the operation of off-site record storage for inactive or semi-active school and departmental records requiring hard copy retention.
6. ~~serve as the Records Management Liaison Officer between the School Board of Broward County and the State Bureau of Archives and Records Management, as required by Florida statute, to ensure the District is in compliance with state regulations applicable to records management.~~
7. ~~provide on-the-job training, development, and evaluation of department personnel~~
8. ~~provide back-up to Record Retention personnel to meet customer requirements of timely service.~~
9. ~~provide special reports or manuals as requested by the Director, Customer Information Services.~~
- ~~10.6.~~ ensure that all department personnel possess and maintain up-to-date Standard Operating Procedures Manuals and are kept informed of all developments relevant to performing the job.
- ~~11.7.~~ oversee the Forms Management Program to monitor the creation and collection of all official forms used throughout the Broward County School District in compliance with School Board Policy 2501 and

- applicable state statutes.
- ~~12.8.~~ serve on the Data Review Committee committees assigned to uphold Broward's records management system and processes to study forms and administrative processes — and recommend changes to increase productivity throughout the district by reducing, consolidating, or eliminating paperwork while meeting compliance requirements.
 - ~~13.9.~~ perform and promote all activities in compliance with equal employment and non-discrimination policies of the School Board of Broward County.
 - ~~14.10.~~ individual's skill and proficiency related to the assignments.
 - ~~15.11.~~ review current developments, literature and technical sources of information related to job responsibility.
 - ~~16.12.~~ ensure adherence to good safety procedures.
 - ~~17.13.~~ follow Federal and State laws, as well as School Board policies.
 - ~~18.14.~~ perform other duties as assigned by the Director, Customer Information Services or designee

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

Board Approved: 4/20/78

Revised: 3/20/79

ER80-12 Approved: 10/2/80

Revised: 3/21/85 &

Adopted: 4/15/85

Item G-7: 11/6/86

Realigned: 4/12/94

Realigned: 3/19/96

Realigned: 4/7/98

Alignment Title Change: 4/13/99

Board Adopted: 12/16/03

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 4/20/78

Revised: 3/20/79

ER80-12 Approved: 10/2/80

Revised: 3/21/85 &

Adopted: 4/15/85

Item G-7: 11/6/86

Realigned: 4/12/94

Realigned: 3/19/96

Realigned: 4/7/98

Alignment Title Change: 4/13/99

Board Adopted: 12/16/03

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	<u>Senior Telecommunications Analyst IV</u>
CONTRACT YEAR:	Twelve Months
PAY GRADE:	25
BARGAINING UNIT:	BTU - TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned bachelor's degree in computer science, engineering or related field from an accredited institution.

EXPERIENCE: Minimum of five (5) years, within the last ten (10) years, of experience in a network-based or telecommunications work environment.

OR

MINIMUM QUALIFICATIONS

EDUCATION: An earned associate's degree in computer science, engineering or related field from an accredited institution.

EXPERIENCE: Minimum of seven (7) years, within the last twelve (12) years, of experience in a network-based or telecommunications work environment.

ADDITIONAL QUALIFICATIONS

REQUIRED: Certifications required in voice systems, data communications, and communications network design. Prefer experience in voice and data communications, at least five (5) of which have been in system planning, system/network design, procurement and implementation in large IP Telephony, PABX or Central Office support environments. Demonstrated proficiencies in current technologies required. ~~Computer skills as required for the position.~~

PREFERRED: ~~Preferred degree major in a technical specialty or business administration is desired.~~ Bilingual skills preferred.

- REPORTS TO:** Director or designee
- SUPERVISES:** ~~Technical and administrative telecommunications personnel as may be assigned~~ Staff as assigned
- POSITION GOAL:** To provide operationally sound and cost effective solutions in the areas of installation and services of highly sophisticated telecommunications equipment and facilities.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Senior Telecommunications Analyst IV shall:

1. establish uniform telephone wiring and cable policies and procedures. Perform telephone moves and changes using software tools where possible and provide oversight of physical moves or changes. Provide economic and functional analysis of telecommunications facilities and services within the sphere of the job to ensure the most cost effective telecommunications solutions. responsible for review of new construction designs to ensure the proper provisioning of telecommunications wiring and cable facilities to support voice and data requirements.
2. maintain telecommunications equipment and facilities inventories. Diagnose and resolve telecommunications equipment problems.
3. develop, evaluate and negotiate third party vendor contracts to provide telecommunications services as may be required to operate and maintain the telecommunications systems supporting the Broward County School System. manage third party vendor contracts as they pertain to the telecommunications system supporting the Broward County School system. ~~work closely with the Director, Network Integration to ensure optimum integration of telecommunications applications. provide specialized advice to the Director on technological matters affecting the telecommunications environment of the School System. prepare bid specifications for telecommunications equipment and evaluate responses.~~
4. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
5. participate, successfully, in the training programs offered to ~~increase~~ enhance the individual's skills and proficiency related to the assignments job responsibilities.
6. review current developments, literature and technical sources of information related to job responsibilities.
7. ensure adherence to good safety procedures.
8. follow federal and state laws, as well as School Board policies.
9. perform other duties as assigned by the director or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with employees throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 10/3/85 &

Adopted: 10/17/85

Item G-7: 11/6/86

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Systems Analyst IV
CONTRACT YEAR:	Twelve Months
PAY GRADE:	26
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS:

EDUCATION: An earned bachelor's degree in computer science, computer information systems, management information systems or related field from an accredited institution.

EXPERIENCE: Minimum of ~~five (5)~~ six (6) years, within the last eleven (11) years, of experience and/or training in the field related to the title of the position developing, documenting and implementing systems analysis projects.

OR

MINIMUM QUALIFICATIONS

EDUCATION: An earned associate's degree in computer science, computer information systems, management information systems, or related field from an accredited institutuin.

EXPERIENCE: Minimum of ~~seven (7)~~ eight (8) years, within the last thirteen (13) years, of experience and/or training in the field related to the title of the position developing, documenting and implementing systems analysis projects.

ADDITIONAL QUALIFICATIONS

REQUIRED: Demonstrated experience in a project leadership role. ~~Computer skills as required for the position.~~

PREFERRED: ~~Preferred experience in systems design, programming, and implementation.~~ Bilingual skills preferred.

REPORTS TO: ~~Administrator/Supervisor or designee (Education Technology Services or Instructional Technology) Director or designee~~

SUPERVISES: ~~Programmer/Analysts and Programmers~~ Staff as assigned

POSITION GOAL: ~~Support the design, documentation and implementation of applications new systems in support of the School District's Technology Plan. Maintain existing systems and close relations with users.~~

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Systems Analyst IV shall:

1. ~~analyze and document user requirements for specific projects as assigned. by the systems analyst. serve as backup to the systems analysts.~~
2. ~~assist in the design of enhancements to specific existing systems and prepare program specifications for specific projects as assigned. coordinate the activities (maintenance and development) for specific projects within an application area.~~
3. ~~coordinate the activities (maintenance and development) for specific projects within an application area. Review and approve work of staff as directed. analyze and document user requirements for specific projects as assigned by the systems analyst.~~
4. ~~work closely with programmers and end users to test and validate that enhancements meet user requirements. design new systems and prepare program specification for specific projects as assigned by the systems analysts.~~
5. ~~coordinate the development of systems documentation for specific projects as assigned (systems flow charts, instructional manuals, logic diagrams, data dictionary entries, etc.). design and implement enhancements to specific existing systems as assigned by the systems analyst.~~
6. ~~participate, successfully, in the training programs offered to increase the individual's skill and proficiency related to the assignments. Review current developments, literature and technical sources of information related to job responsibility. estimate and assign work to programmer/analysts and programmers as directed.~~
7. ~~perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida. review the work of programmer/analysts and programmers and approve work of technology staff as directed.~~
8. ~~review the work of programmer/analysts and programmers.~~
- 9.8. ~~ensure adherence to good safety procedures. coordinate the development of systems documentation for specific projects as assigned by the systems analyst (systems flow charts, instructional manuals, logic diagrams, data dictionary entries, etc.).~~
9. ~~follow federal and state laws, as well as School Board policies. work closely~~

- ~~with programmers and end users and assist with technical support.~~
- ~~10. perform other duties as assigned by the Director or designee. –assume responsibility for Department’s priorities and projects that assist in achieving the School District’s Strategic Plan and Goals.~~
- ~~10.11. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.~~
- ~~11.12. participate, successfully, in the training programs offered to increase the individual's skill and proficiency related to the assignments.~~
- ~~12.13. review current developments, literature and technical sources of information related to job responsibility.~~
- ~~13.14. ensure adherence to good safety procedures.~~
- ~~14. perform other duties as assigned by the Administrator/Supervisor or designee (Education Technology Services or Instructional Technology).~~
- ~~15.15. follow federal and state laws, as well as School Board policies.~~
- ~~16.16. perform other duties as assigned by the Director or designee.~~

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:
Communicates regularly with employees throughout the District using tact and good judgment to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 2/6/86 &

Adopted: 2/19/86

Item G-7: 11/6/86

Realigned: 4/12/94 & 3/19/96

Title Change: 6/17/97

Alignment Title Change: 4/13/99; 3/19/2002; 4/01/03

Board Adopted: 12/16/03*

Reporting Relationship Changed: 7/1/04

Revised: 6/17/05

Revised: 5/9/06



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	Systems Integrator <u>Systems Engineer</u>
CONTRACT YEAR:	12 Months
PAY GRADE:	26
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATION

EDUCATION: An earned bachelor's degree in systems engineering, computer science or related field from an accredited institution.

EXPERIENCE: Minimum of ~~seven (7)~~ six (6) years, within the last eleven (11) years, of experience and/or training in the field related to the title of the position.

OR

MINIMUM QUALIFICATIONS

EDUCATION: An earned associate's degree in systems engineering, computer science or related field.

EXPERIENCE: A minimum of ~~seven (7)~~ eight (8) years, within the last thirteen (13), years of experience and/or training in the field related to the title of the position.

ADDITIONAL QUALIFICATIONS

REQUIRED: ~~Hands on experience with TCP/IP subnet masking, IPX, AppleTalk, SNA, gateways, ethernet, fast ethernet, hubs, and multi-protocol routers and switches. In addition, must have a working knowledge of multi-platform operating systems, file servers, tape back-up, and hardware and software configurations.~~

Successful work experience managing Local Area Network (LANs) and configuring hardware/software in a complex multi-protocol environment preferred. Hands-on experience with TCP/IP Ethernet, and multi-protocol routers and switches, physical and virtual server environments, database administration, directory services, federation services and identity lifecycle management. Experience in design and implementation of integrated load-sharing multi-tier system architectures. Strong systems administrations abilities with Microsoft Windows Server and Microsoft SQL Server. In addition, must have a working knowledge of multi-platform operating systems, file servers, tape back-up, and hardware and software configurations

PREFERRED: Bilingual skills.

REPORTS TO: Director or designee

SUPERVISES: No supervisory responsibilities

POSITION GOAL: System Engineer (System Integrator) will work to design, implement, document, and maintain physical and virtual server infrastructure for directory services, database, file storage and sharing, and print services that meet evolving business needs. Employee will design and implement automated processes that enhance the efficiency of core district services. To ensure that all network servers, (including file, mail, scheduling, internet/intranet) and desktop computers are fully operational over the Local and Wide Area Network.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The ~~Systems Integrator~~ Systems Engineer shall:

1. provide incident and problem management support for all systems and solutions within the scope of this position's responsibilities.
2. analyze and solve complex hardware and software problems.
3. consult with users to define technical needs and requirements.
4. identify appropriate technical standards to maximize ROI and improve support efficiencies.
5. assist in the development of technical training resources for other support staff as needed.
6. participate in required job related professional development and stay current with emerging technologies through routine review of trade journals and online publications.
1. ~~maintain hardware and software specifications for any file servers that are an~~

- ~~integral part of the local or wide area network.~~
- ~~2. provide technical assistance in support of cross-platform solutions.~~
- ~~3. analyze and solve complex hardware and software problems.~~
- ~~4. consult with users to define technical needs and requirements.~~
- ~~5. maintain and disseminate standards for ensuring that all networked servers, computers, printers and other peripheral devices are fully operational.~~
- ~~6. maintain a data base that tracks and manages the IP subnet masking scheme for each school/site.~~
- ~~7. ensure that the district naming and numbering standards are followed.~~
- ~~8. define training needs and requirements to ensure smooth network and computer operations.~~
- ~~9. develop and maintain training courses that will support basic network fundamental skills as well as advanced technical skills.~~
- ~~10. work closely with the District Networking Coordinator.~~
- ~~11.7.~~ perform and promote all activities in compliance with equal employment nondiscrimination policies of The School Board of Broward County, Florida.
- ~~12.8.~~ participate, successfully, in the training programs offered to increase enhance the individual's skills and proficiency related to the assignments job responsibilities.
- ~~13.9.~~ review current developments, literature, and technical sources of information related to job responsibilities.
- ~~14.10.~~ ensure adherence to good safety procedures.
- ~~15.11.~~ perform other duties as assigned by the Director, Technical Support Services.
- ~~16.12.~~ follow federal and state laws, as well as School Board policies.

SIGNIFICANT CONTACTS –frequency, contact, purpose, and desired end result:

Frequent contact with SAP Support Center to coordinate updates to SAP System.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Adopted: 4/18/06

Revised: 9/12/06



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	Wide-Area District Network (WAN) Coordinator
CONTRACT YEAR:	Twelve Months
PAY GRADE:	26
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned bachelor's degree in computer networking or related field from an accredited institution.

EXPERIENCE: Minimum of ~~five (5)~~ six (6), within the last eleven (11) years, of experience and/or training in the field related to the title of the position.

OR

MINIMUM QUALIFICATIONS

EDUCATION: An earned associate's degree in computer networking or related field from an accredited institution.

EXPERIENCE: Minimum of eight (8), within the last thirteen (13) years and/or training in the field related to the title of the position.

ADDITIONAL QUALIFICATIONS

REQUIRED: Hands-on experience with SNA, TCP/IP, internet (access, security, firewalls, mail), AppleTalk, IPX, LAN analyzers, gateways, token ring and ethernet. In addition, must be familiar with CDS, ATM, and multi-protocol routers as well as SMTP gateways between Local Area Network (LAN) based E-Mail systems and internet E-Mail. ~~Computer skills as required for the position.~~

- PREFERRED:** ~~Degree major in Computer Networking or related field. Preference~~ Experience in a complex Wide Area Network (WAN) environment. Bilingual skills.
- REPORTS TO:** Director, ~~Technical Support Services~~ or designee
- SUPERVISES:** Employees as assigned
- POSITION GOAL:** To ensure that information transverses the Wide Area Network satisfactorily, and to provide internet access.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Wide Area District Network (WAN) Coordinator shall:

1. maintain specifications for ~~wide area network equipment and networking solutions.~~
2. maintain and modify ~~the design standard for the wide area network design standards.~~
- ~~3. maintain district internet server(s).~~
- ~~4. consult with users to define technical needs and requirements.~~
- ~~5. assign IP subnet mask to network segments.~~
- ~~6. maintain a data base that tracks and manages assigned IP subnet masks.~~
- ~~7.3.~~ manage the IP strategy for BCPS's enterprise network and ensure that the district naming and numbering standards support internet protocol requirements.
- ~~8. define training needs and requirements to ensure smooth network operations.~~
- ~~9.4.~~ manage WAN bandwidth procurement and provisioning processes for district, schools and
5. departments. Manage the demands and requirements for each site and make recommendations for adjustments, when necessary.
- ~~10.6.~~ develop and maintain training courses that will support wide area network and internet activities. Work closely with vendors (solutions providers) to ensure SLA and provisioning timelines are met.
- ~~11.7.~~ work closely with the Coordinator, District Network. Work with business units to ensure
8. current/future requirements are part of network management and expansion strategies.
- ~~12.9.~~ perform and promote all activities in compliance with equal employment nondiscrimination policies of The School Board of Broward County.
- ~~13.10.~~ 13. participate, successfully, in the training programs offered to increase the individual's skill and proficiency related to the assignments.

- 14.11. review current developments, literature, and technical sources of information related to job responsibility.
- 15.12. ensure adherence to good safety procedures.
- 17.13. follow federal and state laws, as well as School Board policies.
Board Approved:
- 16.14. perform other duties as assigned by the Director, Network Integration.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 4/23/96 &

Adopted: 5/21/96

Realignment: 4/7/98

Title Change: 4/13/99

Board Adopted: 12/16/03

Reporting Relationship Changed: 7/1/04

Revised: 10/15/2013

2012-2013 Organizational Chart



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	<u>Local Area Network Coordinator</u> <u>System Support Specialist III</u>
CONTRACT YEAR:	Twelve Months
PAY GRADE:	26
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned Bachelor's Degree in computer science or a related field from an accredited institution.

EXPERIENCE: Minimum of five (5) six (6) years, within the last eleven (11) years, of experience and/or training in the field related to the title of the position developing, documenting and implementing systems analysis projects.

OR

MINIMUM QUALIFICATIONS

EDUCATION: An earned Associate's Degree in computer science, computer information systems, management information systems, or related field from an accredited institution.

EXPERIENCE: Minimum of seven (7) eight (8) years, within the last thirteen (13) years, of experience developing, documenting and implementing systems analysis projects, and/or training in the field related to the title of the position....

ADDITIONAL QUALIFICATIONS

REQUIRED: Demonstrated experience in a project leadership role. Prefer work experience Designing and configuring structured networks, and supporting LAN network products and applications solutions. Hands-on experience with at least three of the following: TCP/IP, IPX, AppleTalk, NetBeui, SNA, gateways, ethernet, fast-ethernet, hubs, and multi-protocol

routers and switches. ~~Computer skills as required for the position.~~

PREFERRED: Bilingual skills.

REPORTS TO: Director, ~~Network Integration~~ or designee

SUPERVISES: ~~Employees~~ Staff as assigned

POSITION GOAL: To ensure the Local Area Networks are designed and installed according to district standards.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Local Area Network Coordinator shall:

1. coordinate the activities (maintenance and development) within an application area or network area. Lead and manage projects as directed. maintain specifications for any active local area network equipment.
2. analyze and document user requirements. Generate system documentation (system flow charts, instructional manuals, logic diagrams, etc.). maintain and modify design standards for local area networks.
3. conduct feasibility studies and TCO (total cost of ownership). coordinate the design of all school or departmental networks and ensure compliance with district networking standards.
4. design new systems and strategies to achieve business objectives. Prepare implementation plans for all new systems and coordinate the implementation effort. consult with users to define technical needs and requirements.
5. assist in hardware/software evaluation. maintain a data base that tracks and manages active network projects.
6. work with users to coordinate, align and prioritize projects (maintenance and development). Assume responsibility for Department's priorities and projects that assist in achieving the School District's Strategic Plan and Goals. maintain a data base that tracks and manages the network configuration for each school/site.
7. assign work to technology staff as directed. Work closely with programmers end users and assist with technical support. ensure that the district naming and numbering standards are followed.
8. define training needs and requirements to ensure smooth network operations.
9. develop and maintain training courses that will support basic network fundamental skills as well as advanced technical skills.
10. work closely with the Coordinator, District Network.
- 11.10. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
- 12.11. participate successfully in the training programs offered to increase enhance the individual's skills and proficiency related to the assignments job responsibilities.

- 13.12. review current developments, literature and technical sources of information related to job responsibilities.
- 14.13. ensure adherence to good safety procedures.
- 15.14. follow federal and state laws, as well as School Board policies.
- 16.15. perform other duties as assigned by the Director, or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:
Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 4/23/96 &

Adopted: 5/21/96

Realignment: 4/7/98

Title Change: 4/13/99

Board Adopted: 12/16/03

Reporting Relationship Changed: 7/1/04

THE SCHOOL BOARD OF **BROWARD COUNTY, FLORIDA**



JOB DESCRIPTION

POSITION TITLE:	Coordinator, Management Systems
CONTRACT YEAR:	Twelve Months
PAY GRADE:	27
BARGAINING UNIT:	BTU-TSP

MINIMUM QUALIFICATIONS

EDUCATION: An earned bachelor's degree from an accredited institution.

EXPERIENCE: Minimum of ~~five (5)~~ seven (7) years, within the last twelve (12) years, of experience and/or training in the field related to the title of the position.

ADDITIONAL QUALIFICATIONS

REQUIRED: ~~Prefer~~ Progressively more responsible work experience ~~and demonstrated in the proficient~~ use of computer data processing systems, including software installation, networking system implementation and database design and implementation, system documentation generation, and end user training.

PREFERRED: Demonstrated experience/knowledge of Data Base Management Systems. Bilingual skills.

REPORTS TO: Director ~~Business Applications~~ or designee

SUPERVISES: Technology staff as assigned ~~by the Director, Facility Information Systems (FIS)~~

POSITION GOAL: To design and implement new systems; to maintain existing systems; to maintain close relations with end users.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:**The Coordinator, Management Systems shall:**

- ~~1. generate system documentation (system flow charts, instructions manuals, logic diagrams, etc.).~~
- ~~2. coordinate the activities (maintenance and development) within an application area, (e.g.: Project Management).~~
- ~~3. analyze and document user requirements.~~
- ~~4. perform feasibility studies.~~
- ~~5. design new systems and develop program specification to accomplish the design.~~
- ~~6. prepare implementation plans for all new systems and coordinate the implementation effort.~~
- ~~7. design and implement enhancements to existing systems.~~
- ~~8. communicate with operational staff in analyzing user problems.~~
- ~~9. assist in hardware/software evaluation.~~
- ~~10. lead projects under the direction of the Director, Facility Information Systems (FIS).~~
- ~~11. work with users to coordinate and prioritize projects (maintenance and development).~~
- ~~12. apply System Development Methodology techniques to all new applications.~~
- ~~13. assign tasks to technology staff as directed by Director, Facility Information Systems (FIS).~~
- ~~14. review and approve work of technology staff as directed by the Director, Facility Information Systems (FIS).~~
1. design new systems and develop functional specifications to accomplish the design as well as prepare implementation plans for all new systems and coordinate related implementation efforts.
2. design and implement enhancements to existing systems.
3. perform feasibility studies. Work with users to coordinate and prioritize projects (maintenance and development). Assist in hardware/software evaluations. Assist in hardware/software evaluations.
4. analyze and document user requirements. Generate system documentation (system flow charts, instructions manuals, logic diagrams, etc.). Apply System Development Methodology techniques to all new applications.
5. coordinate the activities (maintenance and development) within an application area, (e.g.: Business systems). Communicate with operational staff in analyzing user problems. Communicate with operational staff in analyzing user problems. Lead projects under the direction of the director or designee. Assign tasks to technology staff as directed by director or designee. Review and approve work of technology staff as assigned.
6. lead projects under the direction of the director or designee.
7. assign tasks to technology staff as directed by director or designee.
8. review and approve work of technology staff as assigned.
- ~~15.9. perform and promote all activities in compliance with equal employment and non-discrimination policies of the School Board of Broward County,~~

Florida:

- ~~16.10. participate successfully in the training programs offered to increase the individual's skill and proficiency related to the assignments.~~
- ~~17.11. review current developments, literature and technical sources of information related to job responsibility.~~
- ~~18.12. ensure adherence to good safety procedures.~~
- ~~19.13. follow Federal and State laws, as well as School Board policies.~~
- ~~20.14. perform other duties as assigned by the Director, Business Applications.~~

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Medium work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the district board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 5/4/99 & Adopted: 5/18/99

Organization Chart Approved: 5/9/2000

Revised: 9/11/2001 & Adopted: 10/16/2001

Alignment Title Change: 5/01/2001

Board Adopted: 12/16/03

Revised: 10/15/2012

2012-2013 Organizational Chart

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Process Analyst
CONTRACT YEAR:	Twelve Months
PAY GRADE:	25

MINIMUM QUALIFICATIONS

- EDUCATION:** An earned bachelor's degree from an accredited institution in computer science or a related field.
- EXPERIENCE:** Minimum of five (5) years, within the last ten (10) years, of increasingly responsible experience and/or training in the field related to the title of the position.

OR

MINIMUM QUALIFICATIONS

- EDUCATION:** ~~Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program~~
- EXPERIENCE:** ~~Minimum of nine (9) years experience and/or training in the field related to the title of the position.~~

ADDITIONAL QUALIFICATIONS

- REQUIRED:** ~~Requires~~ Knowledge of standard practices, processes, principles, State and Federal regulations in the applicable functional area. ~~Requires~~ Excellent written and oral communication skills. ~~Computer skills as required for the position.~~
- PREFERRED:** Bilingual skills.
- REPORTS TO:** Director, ~~Business Applications~~ or designee
- SUPERVISES:** Supervises assigned staff
- POSITION GOAL:** Ensure processes and systems are aligned by serving as the liaison between functional users and the technology division and/or other division(s), designing processes, and

configuring the system to accommodate designed processes. Provide continuing analytical services to identify changes in work practices, requirements for technology applications, and implementation of associated system changes.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Process Analyst shall:

1. analyze current work processes in the area of responsibility to assess compatibility with the system.
2. provide support to appropriate work area(s) in understanding work processes and their interaction with the system.
3. identify work process issues, document system user's needs and problems.
4. research and evaluate possible software solutions, and design and implement appropriate corrective actions.
5. coordinate with pertinent departments/locations District initiatives involving any changes/upgrades ~~to the system, and directing consultants, as necessary.~~
6. document each new or changed work process procedure, report, service or utility.
- ~~7. communicate to end users the system changes and roll out strategies.~~
- ~~8.7.~~ design solutions necessary to develop or add new functions within the system or work environment.t
- ~~9. ensure integration of system configuration changes to other modules.~~
- ~~10.8.~~ evaluate, trouble-shoot and recommend security accesses for users.
- ~~11. test new work processes to ensure their functionality and economy to implement.~~
- ~~12.9.~~ optimize current work processes by adapting to new functionality in the system or work environment
- ~~13. take responsibility for any configuration pertaining to the applicable module or situation~~
- ~~14.10.~~ articulate user needs to the development team and take ownership of development work performed.
- ~~15.11.~~ lead and coordinate the planning, analyzing, testing and implementation of new releases, patches and maintenance for applicable modules or situations.
- ~~16. direct consultants regarding system related activities.~~
- ~~17.12.~~ assist in the design of training material and assessment of training needs based upon work process changes and enhancements to existing systems.
- ~~18.13.~~ coordinate training on the system to end users and project team staff.
- ~~19.14.~~ assist in ensuring that the District remains in compliance with external requirements and internal policies by remaining current with State/Federal regulations and system technologies in the applicable functional area.
- ~~20.15.~~ perform and promote all activities in compliance with equal employment and non-discrimination policies of the School Board of Broward County, Florida.
- ~~21.16.~~ participate, ~~successfully,~~ in the training programs offered to increase the individual's skills and proficiency related to the assignments job responsibilities.

- ~~22.17.~~ ensure adherence to good safety procedures.
- ~~23.18.~~ follow federal and state laws, as well as School Board policies.

SIGNIFICANT CONTACTS –frequency, contact, purpose, and desired end result:

Frequently works with functional users at all levels and applicable staff to obtain input and understanding of their work processes and needs; periodically works with senior management on specific design issues.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Adopted: 6/20/06

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Portal Administrator
CONTRACT YEAR:	Twelve Months
PAY GRADE:	27
BARGAINING UNIT:	BTU-TSP (PROF)

PREFERRED QUALIFICATIONS:

EDUCATION: An earned bachelor's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: Minimum of seven (7) years, within the last twelve (12) years, of increasingly responsible experience and/or training in the field related to the title of the position.

OR

MINIMUM QUALIFICATIONS

EDUCATION: ~~_____~~ An earned associates degree from an accredited institution.

EXPERIENCE: ~~_____~~ Minimum of nine (9) years of increasingly responsible experience and/or training in the field related to the title of the position.

ADDITIONAL QUALIFICATIONS:

REQUIRED: ~~Computer skills as required for the job, including~~ Advanced technical knowledge of application servers; and excellent communication, project management, and team management skills. Requires prior experience in supporting Microsoft Server operating systems and integrated systems implementation, including software installation, performance tuning, software maintenance procedures, as well as, experience in developing and documenting technical requirements, programming, development and testing of portal applications.

- PREFERRED:** Knowledge of and experience in SAP system technical implementation is preferred. Bi-lingual skills preferred.
- REPORTS TO:** Assistant Director, Technical Support Services or designee
- SUPERVISES:** As assigned
- POSITION GOAL:** Maximize opportunities to improve business processes and promote the strategic use of information technology by managing and implementing the SAP Enterprise Portal thereby enabling the workforce to access technology based on user needs.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Portal Administrator shall:

1. ensure cost-effective design, development, engineering, integration, implementation, testing, and maintenance of the enterprise portal in support of business and information objectives and requirements.
2. provide ongoing analytical and technical services to identify changes in work practices, requirements for technology applications, and implementation of associated system changes.
3. develop, maintain and monitor the technical and administrative portal infrastructure.
4. maintain current technical environment for ERP. Assist in the design, implementation and maintenance of multiple instances (development, test, training and production) that comprise the system environment.
5. introduce technical changes (including support packages, kernel upgrades, and system upgrades) into the technical environment using a structured approach that minimizes risk and achieves high reliability, availability and performance.
6. support application developers and functional leaders by installing and removing application servers as required .
7. prepare for server or file system upgrades by evaluating hardware/software and determining capacity requirements.
8. ~~perform client administration functions (create client, copy client, delete client, export/import client) as required.~~
- 9-8. monitor system performance and adjust/intervene as appropriate. ~~maintain optimal system performance by planning and executing appropriate tuning strategies.~~
10. ~~monitor functions of supported systems (work processes, users, system logs, short dumps, locks, developer traces, system traces, disk space, etc.); troubleshoot and resolve identified problems.~~
11. ~~support data output functions by administering setup for print services and queues.~~
12. ~~perform transport tasks, including troubleshooting and resolving transport errors and dependencies.~~
13. ~~create and maintain system administrative jobs, including spool~~

- ~~14.~~ reorganizations, job log reorganizations, and security profile synchronization.
- ~~14.~~ implement and monitor service delivery under system service level agreements.
- ~~15.~~ work with SAP in support of systems development efforts.
- ~~16.~~ test and resolve issues related to the deployment of front end software.
- ~~17.~~ perform installation, maintenance, and tuning of Windows operating systems.
- ~~18-9.~~ Implement and maintain third party software, as necessary. Work with consultants throughout the initial and ongoing configuration, setup, and programming related to the portal infrastructure.
- ~~19.~~ work with consultants throughout the initial and ongoing configuration, setup, and programming related to the portal infrastructure.
- ~~20.~~ perform required programming to facilitate content management and configuration for the enterprise portal.
- ~~21-10.~~ perform and promote all activities in compliance with equal employment and non-discrimination policies of The School Board of Broward County, Florida.
- ~~22-11.~~ participate successfully in the training programs offered to increase the individual's skill and proficiency related to the assignments job responsibilities.
- ~~23-12.~~ review current developments, literature and technical sources of information related to job responsibilityies.
- ~~24-13.~~ ensure adherence to good safety procedures.
- ~~25-14.~~ follow Federal and State laws, as well as School Board policies.
- ~~26-15.~~ perform other duties as assigned by the Assistant-Director or designee.

SIGNIFICANT CONTACTS –frequency, contact, purpose, and desired end result:

Frequently works with SAP support staff, SAP team leads and applicable staff to obtain input and understanding of their work processes and needs.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Adopted: 2/20/07

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Customer Service Analyst I
CONTRACT YEAR:	Twelve (12) Months
PAY GRADE:	20
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned bachelor's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: No prior work experience required.

OR

EDUCATION: ~~Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.~~

An earned associate's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: ~~Minimum of five (5) years, within the last eight (8) years, of experience and/or training in the field related to the title of the position.~~

ADDITIONAL QUALIFICATIONS

REQUIRED: ~~Experience in technological training programs, Help Desk management, telephone systems, radio communications, wireless data transmission, energy management and security systems, or data networks preferred. Computer skills as required for the position.~~

Understanding of software applications and computer equipment.

PREFERRED: Bilingual skills

- REPORTS TO:** Director, ~~as assigned or~~ designee
- SUPERVISES:** None
- POSITION GOAL:** To provide service to schools and departments in technology support, ~~the areas of Help Desk training, and technological systems.~~

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Customer Service Analyst I shall:

1. ~~present training programs for User Groups within the school district.~~ participate in programs to improve the effectiveness of the Customer Service and Training Programs.
2. ~~participate in programs to improve the effectiveness of the Customer Service and Training Programs.~~ present training programs for User Groups within the school district.
3. ~~assist in the support of technical systems including Energy Management & Security, Wireless Communications, Radio Communications, Telephone Systems, TERMS Student Database, Microcomputers, and other systems, as applicable.~~ provide support to agents (Tech Service Specialists and Customer Service Analyst I's) for TERMS student database, SAP, ERP, desktop computers and MS Suite and other applicable systems.
4. assist in the revision of technology programs and services as needed by Broward County Public Schools Information Technology Plan
5. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
6. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
7. review current developments, literature and technical sources of information related to job responsibilities.
8. ensure adherence to good safety procedures.
9. follow federal and state laws, as well as School Board policies.
10. perform other duties as assigned by the Director, or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Revised: 5/20/97 &

Adopted: 6/17/97

Alignment Title Change: 4/13/99

Board Adopted: 12/16/03*

Revised: 8/23/05

Revised: 8/29/05

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Customer Service Analyst II
CONTRACT YEAR:	Twelve Month
PAY GRADE:	22
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: ~~Earned associate's degree from an accredited institution.~~
An earned bachelor's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: ~~Minimum of three (3) one (1) years, within the last five (5) years,~~ of experience and/or training in the field related to the title of the position.

OR

MINIMUM QUALIFICATIONS

EDUCATION: ~~Standard high school diploma or satisfactory completion of an approved General Education Development (GED) Testing Program.~~
An earned associate's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: ~~Minimum of five (5) three (3) years, within the last seven (7) years,~~ of experience and/or training in the field related to the title of the position.

ADDITIONAL QUALIFICATIONS

REQUIRED: ~~Experience in technological training programs, Help Desk management, telephone systems, radio communications, wireless data transmission, energy management and security systems, or data networks preferred. Bilingual skills preferred. Computer skills as required for the~~

~~position.~~ Experience in technological training programs, Help Desk management, high level understanding of software applications (MS Suite, learning management software systems) and computer equipment.

- PREFERRED:** Bilingual skills.
- REPORTS TO:** Director or designee
- SUPERVISES:** Technical Personnel as may be assigned
- POSITION GOAL:** To provide service to schools and departments in the areas of Help Desk training, and technological systems.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Customer Service Analyst II shall:

1. assist in the development of training programs for Help Desk personnel in the various technological systems.
2. schedule and present training programs for user groups within the school district. Assist in monitoring the effectiveness of the customer service & training programs.
- ~~3.~~ ~~assist in monitoring the effectiveness of the Customer Service & Training Programs~~
- ~~4.3.~~ ~~provide support for technical systems including Energy Management & Security, Wireless Communications, Radio Communications, Telephone Systems, TERMS Student Database, Microcomputers, and other systems, as applicable.~~
3. provide support to agents (Tech Service Specialists and Customer Service Analyst I's) for TERMS student database, SAP, ERP, desktop computers and MS Suite and other applicable systems.
- ~~5.4.~~ serve on committees for special projects as assigned.
- ~~6.5.~~ assist in the revision of technology programs and services as needed by Broward County Public Schools Information Technology Plan.
- ~~7.6.~~ perform and promote all activities in compliance with equal employment and nondiscrimination policies of Broward County.
- ~~8.7.~~ participate, successfully, in the staff development programs offered to increase the individuals' skills and proficiency related to assignments job responsibilities.
- ~~9.8.~~ review current developments, literature and technical sources of information related to job responsibilities.
- ~~10.9~~ ensure adherence to good safety procedures.
- ~~11.10.~~ follow federal and state laws, as well as School Board policies.
- ~~12.11.~~ perform other duties as assigned by Director, or ~~designated administrator~~ designee.

SIGNIFICANT CONTACTS –frequency, contact, purpose, and desired end result:

Interact effectively with the general public, staff members, students, teachers, parents, and administrators, using tact and good judgment.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Revised: 5/20/97 &

Adopted: 6/17/97

Alignment Title Change: 4/13/99; 3/19/02

Board Adopted: 12/16/03*

Revised: 8/23/05

Revised: 8/29/05

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Customer Service Analyst III
CONTRACT YEAR:	Twelve Months
PAY GRADE:	24
BARGAINING UNIT:	BTU-TSP

PREFERRED QUALIFICATIONS

EDUCATION: An earned bachelor's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: Minimum of ~~three (3)~~ five (5) years, within the last ten (10) years, of experience and/or training in the field as related to the title of the position.

OR

MINIMUM QUALIFICATIONS

EDUCATION: ~~Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.~~
An earned associate's degree in computer science, information technology or related field from an accredited institution.

EXPERIENCE: Minimum of seven (7) years, within the last twelve (12) years, of experience and/or training in the field as related to the title of the position.

ADDITIONAL QUALIFICATIONS

REQUIRED: Experience in coordinating technological training programs, website design development and troubleshooting, and help desk support telephone systems, ~~radio communications, wireless data transmission, energy~~

~~management and security systems, or data networks preferred.~~ . Computer skills as required for the position.

PREFERRED: Bilingual skills

REPORTS TO: Director or designee

SUPERVISES: ~~No supervisory responsibilities~~ Technical Personnel as may be assigned

POSITION GOAL: To provide and coordinate Help Desk customer service functions to schools and departments in the areas of training and support for technological systems and web-based applications.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Customer Service Analyst III shall:

1. coordinate training programs for Help Desk personnel in various technological systems. develop, schedule, and present training programs for User Groups within the school district.
- ~~2.~~ ~~develop, schedule, and present training programs for User Groups within the school district.~~
- ~~3-2.~~ monitor the effectiveness of the Customer Service and Training Programs.
- ~~4-3.~~ Support technical systems including, web sites and applications, and other technology systems and devices, as applicable.
- ~~5-4.~~ administer special projects as assigned.
- ~~6-5.~~ act as a liaison between the Information & Technology Department and schools and departments in the support of various technological systems.
- ~~7-6.~~ monitor the effectiveness of the service provided through Help Desk service and support.
- ~~8-7.~~ revise technology programs and services as needed by Broward County Public Schools Information Technology Plan.
- ~~9-8.~~ perform and promote all activities in compliance with equal employment and nondiscrimination policies of Broward County Public Schools.
- ~~10-9.~~ participate, ~~successfully,~~ in the staff development programs offered to ~~increase~~ enhance the individuals' skills and proficiency related to assignments job responsibilities.
- ~~11-10.~~ review current developments, literature and technical sources of information related to job responsibilities.
ensure adherence to good safety procedures.
- ~~12-11.~~ follow federal and state laws, as well as School Board policies.
- ~~13-12.~~ perform other duties as assigned by Director, or designated administrator.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with employees throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Revised: 5/20/97 &

Adopted: 6/17/97

Revised: 8/19/97 &

Adopted: 9/2/97

Alignment Title Change: 4/13/99; 3/19/02

Revised & Adopted: 12/9/03

Board Adopted: 12/16/03*

Revised: 8/23/05

Revised: 8/29/05