

Position: Systems Analyst

Reports to: Vice President – Information Technology and Administration

Position Summary:

The Systems Analyst acts as a liaison to staff of the Federation and their contracted agencies to ensure that all systems and applications function as intended.

Essential Duties and Responsibilities:

- Consult with staff to ensure that systems and applications are fully functioning.
- Design and/or test systems and/or software based on consultation with staff.
- Documentation of systems and/or applications.
- Consult with staff and IT team to determine appropriate hardware and software solutions.
- Troubleshoot, train and assist with all hardware and software.
- Assist with events.
- Travel to remote locations within Palm Beach County as needed to provide technical services.

Qualifications and Success Factors

- 2-3 years enterprise desktop/infrastructure support experience preferred.
- Associate's degree in Computer Science and/or applicable technical certifications preferred.
- Excellent project management skills required.
- Demonstrated proficiency working in Microsoft and MAC based environment.
- Excellent MAC skills required.
- Excellent written and verbal communication skills required.
- Attention to detail with an organized and methodical approach to work.
- Flexible and able to deal with change and a busy workload.
- Ability to prioritize and work with minimal supervision.
- Audio/Visual equipment experience is a plus.
- Must be self-motivated with strong sense of ownership.
- Excellent customer service skills.
- Must have a valid Florida driver's license.
- Must be able to lift up to 50 pounds.
- Honest and trustworthy.