



Mid Florida Community Services, Inc.
820 Kennedy Blvd.
Brooksville, FL 34601
Phone: 352-796-1425 Fax: 352-796-9952

POSITION TITLE:	Systems Specialist
DEPARTMENT:	Information Technology
REPORTS TO:	IT Director

Wage: \$40,000 - \$45,000/yr.

Benefits: Vacation, Sick, PTO, employer paid health benefits, 14 company paid holidays, 8% non-matching retirement, \$30,000 life insurance policy, and LTD.
\$1,000 sign on incentive until October 29, 2021.

Location: Deland, FL

Please apply online at www.mfcs.us.com

JOB DESCRIPTION

POSITION SUMMARY: Performs technical and administrative duties involving policies, practices, methods, and procedures. Performs professional duties analyzing technical user needs for training and assistance. Provides support with data collection programs, including but not limited to Child Plus. Provides technical support to staff for minor computer troubleshooting problems and overall computer utilization by all staff members. Duties are performed under the general direction of IT Director or designee through observation of work, periodic conferences, critiques, and/or records and reports.

ESSENTIAL JOB FUNCTIONS:

- Performs highly complex independent research studies and makes recommendations resulting from such studies.
- Directs department computerized management system improvements and system maintenance activities, such as development of special reports, screen and report design. Establishes criteria and controls for work reporting/data entry, quality control, etc.
- Develops reporting procedures in utilization of Department computerized systems and audits for data entry, accuracy and proper utilization.
- Performs studies, prepares reports, and recommends actions pertaining to administrative systems and operational procedures to improve efficiency, productivity, and quality of service.
- Performs special projects of varying complexities as assigned by the Department Director/designee.



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- Oversees the maintenance of the Department's computer system, updates operation tables as needed, and recommends program changes/additions to Technology Support Service as needed.
- Provides user support services by providing computer/software support services, and operational support services to the Department staff as required.
- Assist in development of plans for the Department's computer hardware and software upgrades and reviews to ensure the Department's needs are met in keeping up-to-date with the available technology.
- Posts department information to the Head Start website and works with Technology Support Services Webmaster to design/revise the Department pages for use by the public.
- Analyzes data to determine reason for variances and recommends for correction and improving obtainment of goals/objectives.
- Assists the Quality Assurance team with PIR and Child Plus Support as needed.

NON-ESSENTIAL/SECONDARY FUNCTIONS:

Performs any additional duties as directed or assigned by supervisor, management staff, program director or Mid Florida Community Services, Inc. management staff. This description is intended to convey information essential to understanding the scope of the position and is not intended to be an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with the position.

JOB STANDARDS:

Education: Associate's Degree or equivalent experience with major course work in computer science, early childhood education/knowledge or related field a plus.

Experience: Two (2) years' experience in the field of computer/technology data analysis and interpretation. Must be proficient in the office 365 suite. Must have knowledge of Desk Top support with a minimum of 2 years in Active Directory environment.

Licenses & Certifications: Valid Florida driver's license and be insurable by company's current insurance carrier. Subject to federal, state and local legal requirements/background checks/clearance for working with vulnerable populations.

CRITICAL SKILLS, ABILITIES, & EXPERTISE:



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Physical Requirements: Use of arms, hands, fingers, hearing (with corrective device), stretching/reaching, voice/talking, bending at the waist, handling, grasping are constant. Sitting, standing, use of legs, walking, good eyesight (correctable lenses), turning and working speed is frequent. Lifting (up to 50 pounds) required.

Equipment: Desk Top/ Lap top Computer and printer, telephone, copy machine, Smart Phone, IOS, and Android.

Skills & Expertise: Ability to readily acquire a working knowledge of applicable regulations and related division policies and procedures. Ability to prepare detailed written communication in a timely, effective, concise, and correct manner. Ability to deal courteously and efficiently with the public both in person and by telephone. Also must be able to interact effectively with co-workers. Skill in the use of spreadsheet, word processing and graphics software packages. Skill in making sound, independent judgment decisions; as well as works independently. Ability to prepare complex written studies, plan, correspondence, and reports in a timely and accurate manner. Knowledge of principles, practices, and procedures of general computer operations and support services. Ability to work with limited direction. Ability to analyze and interpret data. Working knowledge of Active Directory. Functional knowledge of Mac OSX and Cloud storage.

ENVIRONMENTAL JOB FACTORS:

Job Location: Various Head Start locations. This job requires driving between various Head Start locations.

Work Environment: Working inside and working closely with others will be constant.

By signing below, Employee acknowledges that he or she has read this Job Description and the requirements contained herein. Employee certifies that he or she has the qualifications and skills required and has the ability to complete the physical requirements of their job duties.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.

Employee Name (Print)

Employee Signature

Date



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Supervisor Signature

Date

REVISION DATE: 8/2021	W/C CODE: 8810	FLSA STATUS: Exempt
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