

**COMMUNICATIONS SYSTEMS ANALYST****SUMMARY:**

Under general supervision, provides technical, analytical, and maintenance support of communication or administration systems, and performs related duties as assigned.

**ESSENTIAL FUNCTIONS:** *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

**DUTIES AND RESPONSIBILITIES:** *(Which are **not** in any hierarchical order)*

1. Tests, trains and supports end users of communication systems and/or communications equipment.
2. Provides technical and analytical support for communications equipment utilized by a department or division.
3. Ensures continual service support for communications equipment.
4. Manages communications equipment service plans to include tracking inventory, features and processing invoices.
5. Tracks cell phone usage and rates.
6. Develops, analyzes, and distributes reports from division or department as requested.
7. Installs, upgrades, maintains, and troubleshoots communications equipment hardware and features and peripherals.
8. Responds to inquiries, instructs end users on site or over the telephone in the safe and efficient use of their cellular phones, pagers or Blackberry's
9. Maintains notes and logs on computer or communications equipment assistance provided; computer settings, phone features and computer and communications equipment asset inventory database.
10. Troubleshoots hardware and arranges replacement parts from approved vendors and manufacturers.
11. Configures cellular phones, pagers or Blackberry's for new employees.
12. Assists in or provides user requests for special operations or reports.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of MIS requirements, implementation, and internal control practices and procedures.
- Knowledge of standard computer hardware and software equipment and applications utilized by municipal entities.
- Knowledge of systems analysis, design and programming principles and practices.
- Skill in managing multiple projects.
- Skill in utilizing written and verbal communication in the development of reports and training presentations.
- Skill in troubleshooting and resolving technical problems related to multi-platform network or computer software issues.
- Skill in utilizing customer service and public relations techniques in responding to inquiries and complaints.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves light to moderate work in an office setting. There is frequent need to stand, stoop, crawl, walk, sit, lift objects (up to 50 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

**MINIMUM QUALIFICATIONS:** Bachelor's degree from an accredited college or university with a major in Computer Science, Math, Business Administration, or related field and one (1) year of related experience, or any equivalent combination of training and experience. A valid Florida's driver's license is required.