Exhibit C

Individuals Interested in Continuing to

Support Essential and Centralized Services

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Assistant Director 122560

Department: 6075-FLVC Marketing and Communications

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122560

         <u>Position: Assistant Director</u>

         Position no: 122560
         Division: The Complete Florida Plus Program
         Department: FLVC Marketing and Communications
         Employee Name: Mark Adams
         Supervisor: Robert Hartnett

Position #:

Position Title:*   Assistant Director 122560

Working Title: Assistant Director

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC Marketing and Communications

Work site / location:

Classification:*   Assistant Director

         <u>Classification: Assistant Director</u>

         Classification Code: 9293

         Pay Band: Administrative/Managerial

         E Class Description: 30-University Work Force Ex FT

         EEO Skill: 10 Administrative/Managerial

         Veteran's Preference Eligibility: No

         FLSA: Exempt

         Minimum Qualifications: Masters degree in an appropriate area of specialization and two years of appropriate experience: or a bachelors degree in an appropriate area of specialization and four years of appropriate experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.

Assistant Director 122560

activities preferred.

Knowledge, skills, abilities:
• Demonstrated ability to plan and implement a comprehensive product communications program, including evaluating and documenting user information needs, creating informational materials suitable for a defined audience, and creating promotional and marketing materials and campaigns.
• Ability to maintain a strategic focus on organizational goals while identifying opportunities for product-related communications, branding, promotion, and marketing.
• Strong customer service orientation, with analytical and problem-solving skills to assess and respond creatively to product and service information-related opportunities.
• Awareness of marketplace trends, issues and accepted practices in areas of responsibility.
• Technical aptitude and ability to learn new products and grasp new techniques quickly.
• Ability to design, write and edit informational, promotional, and marketing materials.
• Ability to Write and edit news articles for publication in print and/or electronic format.
• Excellent command of English language, grammar, and syntax
• In-depth experience with desktop publishing software and HTML, XML or SGML.

JOB DUTIES

Job Summary:*	This position is a member of the Marketing and Communications workgroup. This position is responsible for developing, implementing and executing strategic marketing plans for an entire organization. This includes managing and coordinating marketing tactics, evaluating performance metrics to increase results, and liaising with media organizations and advertising agencies to implement multi-tactical marketing plans to reach the organization goals.
Marginal Functions:*	NA
Daily Hours (from-to):*	8:00 am to 5:00 pm
Total Hours per Week:*	40
Explain variations in the workweek:	May be required to work outside daily hours to meet any communications requirements.
Describe the types of decisions that are made in the position:*	Strategies for implementing marketing plans. Decision of where to place assets.
Describe the types of problems analyzed and /or solved in the position:*	Complex ways of marketing to target population. Analysis of data related to marketing and reaching targets.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	NA
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	May coordinate marketing campaigns and would have associated budget with those campaigns.
List the hardware and software applications that are required for this position:*	Productivity software. Data analysis tools.
Does this position supervise line faculty or workforce employees?:*	● Yes ○ No
List the classification title and position number of the employee(s) supervised:	The incumbent may supervise employees.
Does this position supervise OPS and/or Student Employees?:*	● Yes ○ No
Total Number of OPS and/or Student Employees supervised:	0

Assistant Director 122560

preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* — No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:* — Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.

Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

preference

employment physical

☑ This position requires a criminal background screen

Assistant Director 122560

50   Essential

Manages a comprehensive product marketing plan that is fully integrated across all lines of business that includes developing advertising plans, targets, budgets, procedures, schedules and reports to meet strategic organizational goals. Acts as liaison with media organizations, across a variety of marketing channels (TV, Radio, Printers, Mail houses, etc), and with ad agencies to discuss production schedules, budgets and ensure deadlines are being met.

30   Essential

Analyzes marketing tactics to evaluate performance, reports out on results and provides suggestions on how to improve result.

10   Essential

Assists staff with product promotions, events, seminars, presentation by providing marketing materials and promotional items to build product/service awareness, assess their effectiveness and provide recommendations.

5   Essential

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate staff; maintains effective working relationships to ensure the success of the business processes and projects.

5   Essential

Performs other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✓ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Project Manager 122480

<div align="right">PageUp #:PD-1228</div>

Department: 1450-Human Resources

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122480

Position: Project Manager
Position no: 122480
Division: The Complete Florida Plus Program
Department: FLVC Tallahassee Facilities
Employee Name: Giles Adcock
Supervisor: Ray Bogan

Position #: 122480

Position Title:* Project Manager 122480

Working Title: Manager of Facilities Services

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC Tallahassee Facilities

Work site / location: Tallahassee

Classification:* Project Manager

Classification: Project Manager

Classification Code: 4691

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: Yes

FLSA: Exempt

Minimum Qualifications: A bachelors degree in an appropriate area of specialization and four years of appropriate experience; or a high school diploma and eight years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Position Qualifications: NA

Project Manager 122480	PageUp #:PD-1228

• Ability to use automated database or accounting system to track and report inventory activity and to reconcile source documents to system reports.
• Ability to understand and comply with rules, regulations, and statutes related to areas of responsibility.
• Awareness and knowledge of trends and studies in facilities use and meeting support, and ability to apply that knowledge to an organization's specific needs to make best use of facilities and related resources.
• Knowledge of local leasing practices and commercial/office leasing environment.
• Ability to read and comprehend legal documents, including, but not limited to, leases, purchase orders, invoices and receiving orders.
• Ability to propose, plan and implement changes related to areas of responsibility.
• Ability to provide timely and professional facilities support for meetings, workshops and conferences.
• Ability to maintain long-term strategic focus while engaged in day-to-day tasks
• Ability to re-conceptualize current practices in light of new/emerging technologies and methods
• Ability to perform time-sensitive and complex tasks within a dynamic team environment, with a sense of urgency to meet deadlines and achieve goals

JOB DUTIES

Job Summary:*

This position coordinates all facilities maintenance, including regular inspections of FLVC facilities, repairs and replacements; maintains proper internal control over receiving, admitting, storage and disbursement of all inventory items; coordinates the design and implementation of changes in the facility, including changes in leased space, changes in buildings, and structural/usage changes within the building; and provides physical setups for meetings, workshops, conferences and other FLVC functions for Tallahassee and Gainesville and for Pensacola, as needed. This position oversees the state vehicle process for the organization in accordance with Florida statutes, rules and regulations.

This position reports directly to the Director for Business Operations for the Innovation Institute and Florida Virtual Campus (FLVC). This position is located in the Tallahassee office.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required. Provides on-call support.

Describe the types of decisions that are made in the position:*

Selects, contracts and oversees workers to complete facilities maintenance.
Determines when contractors need to be called for repairs.
Conducts inspections for routine maintenance of facility.
Determines when state car needs maintenance.

Describe the types of problems analyzed and /or solved in the position:*

Determines when something needs to be repaired.
Determines how to best setup meeting space to accommodate a successful meeting.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

This position does not encounter confidential or sensitive information.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

This position makes recommendations that may have budget implications.

List the hardware and software applications that are required for this position:*

Microsoft Office Suite
Banner reports relating to departmental assets.

Does this position supervise line faculty or workforce employees?:*

◉ Yes   ○ No

List the classification title and position number of the employee(s) supervised:

NA

Project Manager 122480

<div align="right">PageUp #:PD-1228</div>

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	Frequent heavy or intense physical requirements. May be combined with exposure to a number of disagreeable environmental elements, such as heat, cold, noise, dust, dirt, chemicals, etc. Injury may require professional treatment or hospitalization.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Daily
Stooping, Kneeling, Crouching , or Crawling:*	Daily
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Daily
Lifting over 25lbs.:*	Frequently
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Project Manager 122480

35
Essential

Coordinate all facilities maintenance, including regular inspections of current facilities, and repairs and replacements to facilities as needed. Keeps up with new products and services related to facilities and recommends changes/upgrades. Provides after-hours, on-call support for facilities related problems. Acts as liaison with leasing agent.

25
Essential

Provides physical set ups (and breakdowns) for meetings, workshops, conferences and other FLVC functions, including standard and custom meeting room designs, and audio-visual equipment.

15
Essential

Maintains proper internal controls over the receiving, admitting, storage and disbursement of all inventory items. Tracks inventory by both periodic and perpetual systems. Maintains records and provides reports of all activity and of inventory levels. Maintains physical security over inventory and inventory systems.

10
Essential

Coordinate the design and implementation of changes in facilities, including changes in leased space, changes to buildings, and structural or usage changes within buildings. Works with management and other staff as needed to access facility's needs, researches and presents facilities options and costs of those options, coordinates work and moves with vendors, leasing agent, and staff as needed. Keeps up with trends in facilities use and design, and recommends changes.

10
Essential

Provides oversight for the state vehicle process for the organization in accordance with Florida statues, rules and regulations.

5
Essential

Performs other duties as assigned.

APPROVALS

Initiator:* Employment Team

Approval process:* Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* Employment Team

Software Design Analyst (FLVC) 122700

PageUp #:PD-1251

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122700

> Position: Software Design Analyst-FLVC
> Position no: 122700
> Division: The Complete Florida Plus Program
> Department: FLVC Org Development
> Employee Name: Dawn Aguero
> Supervisor: Robin Colson

Position #:

Position Title:*   Software Design Analyst (FLVC) 122700

Working Title: User Experience Analyst

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC DOIT Operations

Work site / location:

Classification:*   Software Design Analyst (FLVC)

> Classification: Software Design Analyst (FLVC)
>
> Classification Code: 9526
>
> Pay Band: Professional
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 30 Other Professionals
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Software Design Analyst (FLVC) 122700	PageUp #:PD-1251

• Demonstrated understanding of websites and Web application design and familiarity with HTML, JavaScript, CSS, and basic Web development tools.
• Technical aptitude and ability to learn new products and grasp new techniques quickly.
• Ability to maintain long-term strategic focus while engaged in day-to-day tasks.
• Ability to synthesize information and communicate effectively, both verbally and in writing.
• Demonstrated project and process management skills.
• Demonstrated leadership skills.
• Ability to re-conceptualize current practices in light of new/emerging technologies and methods.
• Knowledge of integrated library systems.
• Technical aptitude and ability to learn new products and grasp new techniques quickly
• Ability to re-conceptualize current practices in light of new/emerging technologies and methods
• Ability to perform a variety of functions at a keyboard.

Preferred Qualifications:*

• Course work in Human Factors, Human-Computer Interaction, Computer Science, Behavioral Science, Cognitive Psychology, Information Design, and/or Information Studies preferred.
• Two years applying these skills to the design and development of enterprise web applications which may be concurrent with other experience preferred.

JOB DUTIES

Job Summary:*

This position reports to the Director of Quality Management of the UWF Innovation Institute. This position is a member of the Quality Management team and is located in Tallahassee. This position is responsible for the appropriate application of User-Centered Design processes to internal and external software products.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required.

Describe the types of decisions that are made in the position:*

Decisions made impact the entire Quality Management team. Decisions made also have some impact on the delivery of statewide products and services.

Describe the types of problems analyzed and /or solved in the position:*

Problems analyzed are generally complex, multi-faceted, and require creative problem solving skills.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with UWF Innovation Institute staff to deliver User-Centered Design reports and recommendations and also to identify internal customer requirements.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

The incumbent will have access to personally identifiable information as well as limited student records. This access is used to conduct the primary duties of the position.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Productivity Tools, Project Management Tools (e.g., Planview Enterprise, ProjectPlace), and user testing tools (e.g. Morae, remote user testing platforms, etc.)

Does this position supervise line faculty or workforce employees?:*

○ Yes ◉ No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes ◉ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Software Design Analyst (FLVC) 122700	PageUp #:PD-1251

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:* Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Reaching with hands and arms:* Daily

Climbing or Balancing:* Occasionally

Stooping, Kneeling, Crouching , or Crawling:* Occasionally

Use of hands to handle objects:* Daily

Lifting up to 10lbs.:* Daily

Lifting up to 25lbs.:* Occasionally

Lifting over 25lbs.:* Occasionally

Talking - express or exchange of ideas verbally:* Daily

Hearing - perceive sound by ear:* Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* Daily

ESSENTIAL FUNCTIONS OF THE JOB

JOB DUTIES

% of time	Description of Duty	Essential
12	Responsible for all UWF Innovation Institute User-Centered Design processes for internal and external products and services. Works throughout the product life cycle to ensure usability and design quality.	Essential
12	Explores, develops, documents, and implements new UWF Innovation Institute User-Centered Design methodologies and standards, as appropriate, to ensure usability and design quality and to promote User-Centered Design throughout the organization.	Essential
11	Develops test plans, creates tests and applicable artifacts, and administers usability tests in-house, remotely, and at user locations. Responsible for recruiting subjects in compliance with human subject research guidelines; provides training for team members; and conducts User-Centered Design research.	Essential

Software Design Analyst (FLVC) 122700

	recommendations for product improvement.	
11	Advocates for a culture of User-Centered Design at UWF Innovation Institute.	Essential
11	Educates UWF Innovation Institute staff and UWF Innovation Institute customers about User-Centered Design principles and activities.	Essential
11	Provides leadership for UWF Innovation Institute and UWF Innovation Institute projects and business processes as designated. Coordinates all aspects of service/product design, development, delivery and resource utilization within UWF Innovation Institute team processes to ensure timely and effective implementation.	Essential
11	Collaborates with the Quality Analyst(s), including: assisting with all types of systematic testing; assisting in developing implementing, documenting, maintaining, and enhancing test plans, scripts, and methodologies that ensure complete testing of UWF Innovation Institute services and products using manual and automated testing processes.	Essential
5	Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate UWF Innovation Institute staff; maintains effective working relationships to ensure the success of the business processes and projects.	Essential
5	Performs other duties as assigned.	Essential

APPROVALS

Initiator:* Jamie Sprague

Approval process:* Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* Jamie Sprague

Enterprise Systems Architect (122690)

PageUp #:PD-1250

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122690

Position: Enterprise Systems Architect
Position no: 122690
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: Nicholas Atkins
Supervisor: Ricardo Chu

Position #:

Position Title:* Enterprise Systems Architect (122690)

Working Title: Integration Architect

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location:

Classification:* Enterprise Systems Architect

Classification: Enterprise Systems Architect

Classification Code: 9503

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Master's degree in an appropriate area of specialization and one year of appropriate experience; or a bachelor's degree in an appropriate area of specialization and three years of appropriate experience.

Enterprise Systems Architect (122690)

<div style="text-align:right">PageUp #:PD-1250</div>

- Experience with Camel, Mule and message queues preferred.
- Experience with C#, Java, Java EE preferred.
- Experience with SAML2, OpenID Connect and OAuth2
- Effective verbal and written communication skills.

JOB DUTIES

Job Summary:*	This position reports directly to the Manager of Enterprise Architecture. This position is a member of the Enterprise Applications workgroup and is located in either the Gainesville, Tallahassee, or Pensacola office. The position will provide support in the design, development, implementation and maintenance of architectural strategies and integration plans for information technology. Responsible for the inventory of integrations across our strategic application portfolio and associated information systems.
Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m.
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required. Provides on-call support.
Describe the types of decisions that are made in the position:*	Decisions regarding strategy and methods used in the enterprise integration technology solution.
Describe the types of problems analyzed and /or solved in the position:*	The position will resolve problems with integration performance, data quality, and transactional integrity. Analyze existing business processes and applications and assist with developing improvements. Maintain, support and enhance legacy applications.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	This position may at times have access to personal and confidential information of Florida students and higher education employees when resolving software malfunction issues.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	Computer workstation. Programming languages, tools, and systems used by FLVC. Collaboration, project management, testing, software deployment, and other software platforms used by FLVC. Database management platforms such as Oracle and Microsoft SQLServer.
Does this position supervise line faculty or workforce employees?:*	○ Yes ◉ No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ◉ No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Enterprise Systems Architect (122690)	PageUp #:PD-1250

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Enterprise Systems Architect (122690)   PageUp #:PD-1250

30   Essential

> Assessment of business integration requirements. Design, development, implementation and maintenance of architectural strategies and integration plans for information technology. Research, collection, and identification of technical specifications

25   Essential

> Support the development and maintenance of the ERP applications and processes. Responsible for the inventory of integrations across our strategic application portfolio and associated information systems. Developing technology specifications and ensuring that new technology solutions are designed for optimal access and usefulness.

15   Essential

> Perform operational duties such as documentation, applications support, and maintenance of dev, test and prod environments. Participates in on-call/after-hours support of enterprise application functions.

15   Essential

> Works with staff and/or vendor technical personnel as needed to investigate and resolve application software problems. Keeps other staff informed of the status of problem resolution efforts. Provides on call support.

10   Essential

> Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. Utilization of troubleshooting and diagnostic skills.

5   Essential

> Performs other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

| 1. PD Migration Approved: | Jamie Sprague ✔ Approved Dec 10, 2019 |

HR Representative:*   Jamie Sprague

Network Engineer (122300)   PageUp #:PD-1208

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122300

Position: Network Engineer

Position no: 122300
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: Elvin Bashor
Supervisor: Ray Bogan

Position #:

Position Title:*   Network Engineer (122300)

Working Title: Network Engineer

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC DOIT Operations

Work site / location:

Classification:*   Network Engineer

Classification: Network Engineer

Classification Code: 9514

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Bachelor's degree and four years (or more) of network engineer work. In-depth and practical experience in Cisco administration.

Network Engineer (122300)	PageUp #:PD-1208

• Ability to trouble-shoot, diagnose, and resolve network problems in a variety of service situations.

• experience monitoring and configuring monitoring software to understand network performance

• Experience supporting TCP/IP, Ethernet and fiber networks

• Experience supporting of Voice over IP telephony systems

JOB DUTIES

Job Summary:*

This position reports directly to the Assistant Director, Network and Desktop Services of Infrastructure Services. This position is located in the Tallahassee office. This position installs, maintains and troubleshoots the network infrastructure including hardware, operating systems and application software.

Marginal Functions:*

In support of FLVC internal and external facing products, the Network Engineer is expected to also be an effective team player, manage projects, attend meetings, serve on University Task Forces, interact with outside service providers. and train and disseminate knowledge to non-technical users.

Daily Hours (from-to):*

8:00 am - 5:00 pm, Monday - Friday

Total Hours per Week:*

40

Explain variations in the workweek:

The volume of work may fluctuate depending on time of semester, hardware purchases, and project deadlines. On call for network failures and maintenance.

Describe the types of decisions that are made in the position:*

Decisions that allow for the effective and efficient use of technology to FLVC faculty and staff. Security decisions as related to the prevention of
Network breaches. Recommending which software and
hardware applications would best facilitate the strategic plans and goals of the
university.

Describe the types of problems analyzed and /or solved in the position:*

Network related problems pertaining to Cisco network products
as well as applications supporting the network. Hardware related problems that arise with network equipment such as routers, firewalls, and switches.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

Access to great deal of sensitive and confidential information data stored in
electronic databases and files. Access to central computing systems, serves,
and workstations.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Cisco ASA Firewalls, Cisco routers, Cisco switches, Avaya VoIP telephony system. Various other network management utilities.

Does this position supervise line faculty or workforce employees?:*

○ Yes   ● No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes   ● No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Network Engineer (122300)	PageUp #:PD-1208

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Frequently
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Network Engineer (122300)	PageUp #:PD-1208

50	Work in support of the maintenance, installation, quality control, and associated troubleshooting for local and wide area data network activity within FLVC. Provide ongoing diagnostic support via telephone and electronic mail for network related problems reported by FLVC participants. Updates problem reports in FLVC's call tracking system.	Essential
10	Provide analysis and development of plans to meet FLVC's current and future needs. Be available by beeper during off-hours to address any assigned responsibility, including answering off-hours calls for the computer systems hardware.	Essential
10	Monitor network traffic	Essential
10	Provides analysis and development of plans to meet FLVC's current and future needs. Be available by beeper during off-hours to address any assigned responsibility, including answering off-hours calls for the computer systems hardware.	Essential
5	Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	Essential
10	Identifies ongoing user problem areas regarding the FLVC network and notify appropriate FLVC staff.	Essential
5	Performs other duties as assigned.	Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Director - 123160   PageUp #:PD-42

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123160

                <u>Position: Director</u>
                Position no: 123160
                Division: The Complete Florida Plus Program
                Department: FALSC ILS
                Employee Name: Ellen Bishop
                Supervisor: Elijah Scott

Position #:

Position Title:*   Director - 123160

Working Title: Director of Integrated Library Services

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Director

                <u>Classification: Director</u>

                Classification Code: 9499

                Pay Band: Administrative/Managerial

                E Class Description: 30-University Work Force Ex FT

                EEO Skill: 10 Administrative/Managerial

                Veteran's Preference Eligibility: No

                FLSA: Exempt

                Minimum Qualifications: Masters degree in an appropriate area of specialization and six years of appropriate experience; or a bachelors degree in an appropriate area of specialization and eight years of appropriate experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree an appropriate area of specialization and two years of appropriate experience.

Director - 123160

• Experience in management and maintenance of integrated library systems preferred.
• Understanding of technology trends and developments relevant to academic libraries preferred.
• Demonstrated ability to formulate and implement policy, strategic plans, goals and objectives regarding the development and delivery of user-oriented library programs and services at a statewide level.
•Ability to provide organization wide leadership in the achievement of mission, vision, goals, and values
•Strong commitment to excellence in all aspects of service delivery. Advanced analytical and problem-solving skills to assess and respond creatively to broad administrative-level issues.
• Commitment to a full range of effective organizational communications, with ability to deliver audience-appropriate information in both structured and unstructured settings.
• Ability to develop and foster effective collaboration at all levels of the organization and to foster a success-oriented culture organization wide.
• Ability to provide mentoring and coaching for career development at all levels of the organization.
• Ability to foster the acceptance and negotiation of accountability and responsibility organization-wide.

JOB DUTIES

Job Summary:*	This position reports directly to the Executive Director of the Florida Academic Library Services Cooperative (FALSC). This position oversees two FALSC workgroups, Integrated Library Systems and Data Quality. The Director is a member of the FALSC Leadership Team, helping to set strategy, direction and policy for the organization.
Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m.
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required to maintain production schedule or to participate in scheduled system maintenance and version upgrades, or as required for travel.
Describe the types of decisions that are made in the position:*	Leads and directs the work of project teams in an agile work environment. Develops strategies, designs policies and utilizes resources to achieve objectives. Exercises creativity in designing new functions and features to existing applications to insure that needs of users are met. Encourages library staff to implement responsible libraries' best practices. Collaborates on developing and implementing strategies for achieving organizational and division goals and initiatives.
Describe the types of problems analyzed and /or solved in the position:*	The Director is responsible for the development and implementation of policies related to their primary services and projects. The Director has the authority to communicate freely with library staff and liaisons about the development of these services and projects, can synthesize feedback from library staff and liaisons with original ideas for development, and is able to present these ideas to the Executive Director and teams for discussion. The Director is responsible for the execution and communication of policies related to their primary services, and has the authority to interpret as needed for the effective implementation of those policies. The Director can also develop and implement recommendations for other areas of expertise as needed.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	This Director must communicate effectively with people within the organization on a daily basis. This communication includes staff at all levels in the State University and Florida College System Libraries, ILS (Integrated Library Systems) staff, and IT specialists. Communicates problems, technologies, and policies with a wide and/or diverse audience internally.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	May be responsible for proper handling of confidential and sensitive information, such as library patron data, vendor data and negotiated contracts.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	The Director will work collaboratively with FALSC Leadership Team to develop budgets and prepare fiscal reports as needed. The incumbent will maintain sound fiscal practices in the establishment and execution of UWF business functions.
List the hardware and software applications that are required for this position:*	Standard office productivity, collaboration, and workspace software tools. Standard computer workstation.
Does this position supervise line faculty or workforce employees?:*	● Yes ○ No
List the classification title and position number of the employee(s) supervised:	Assistant Director for Integrated Library Systems 123100 Assistant Director for Data Quality 122930

Director - 123160
PageUp #:PD-42

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*
No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:*
Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Reaching with hands and arms:* Daily

Climbing or Balancing:* Occasionally

Stooping, Kneeling, Crouching , or Crawling:* Occasionally

Use of hands to handle objects:* Daily

Lifting up to 10lbs.:* Daily

Lifting up to 25lbs.:* Occasionally

Lifting over 25lbs.:* Occasionally

Talking - express or exchange of ideas verbally:* Daily

Hearing - perceive sound by ear:* Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* Daily

ESSENTIAL FUNCTIONS OF THE JOB

Director - 123160	PageUp #:PD-42

35   Essential

> Provides direction and oversight for the areas of the Integrated Library Systems and Data Quality for FALSC, ensuring that those groups are working collaboratively and towards a common purpose. Plans and approves workload; prepares and carries through to completion the performance evaluation and improvement process; participates in the hiring process; and manages overall performance of assigned staff. Serves as a member of the FALSC Leadership Team.

30   Essential

> Provides high-level oversight of the Integrated Library System (ILS) provided by FALSC to the libraries of the State University and Florida College Systems, ensuring the system meets their needs. Co-lead of the Implementation Project for the next-gen ILS system and Discovery Interface, Sierra and Encore/Duet.

15   Essential

> Works collaboratively as the FLVC Gainesville office liaison.

15   Essential

> Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communication with FLVC staff and the library stakeholders.

5   Essential

> Other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Statewide Program Assistant Director (122910)

PageUp #:PD-15

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122910

> Position: Statewide Prgrm Asst. Dir-FLVC
> Position no: 122910
> Division: The Complete Florida Plus Program
> Department: FLVC DOIT Operations
> Employee Name: Ray Bogan
> Supervisor: Ricardo Chu

Position #:

Position Title:*   Statewide Program Assistant Director (122910)

Working Title: Assistant Director for Network and Desktop Services

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC DOIT Operations

Work site / location:

Classification:*   Statewide Program Assistant Director
                                                   (FLVC)

> Classification: Statewide Program Assistant Director (FLVC)
>
> Classification Code: 9528
>
> Pay Band: Administrative/Managerial
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 10 Administrative/Managerial
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications: Bachelor's degree and eight years (or more) of systems engineer/server administration work.

Statewide Program Assistant Director (122910)	PageUp #:PD-15

skills to communicate timelines and resolve resource conflicts.

• Develop solutions with business owners by developing technical infrastructure to meet business needs.

• Extensive experience designing and deploying infrastructure solutions utilizing Microsoft Windows. Examples of such activities include using Windows Deployment tools to deploy operating systems and applications;

• Experience using Cloud integration services such as Azure, Office365, Active Directory (ADFS).

• Experience designing and supporting TCP/IP, Ethernet and fiber networks specifically the Cisco networking suite of products, including firewalls, routers, and switches for both the WAN/LAN/Wireless LAN/VoIP and storage area networks (SAN) both Fiber Channel and iSCSI arrays and switches

• Extensive experience designing an Active Directory infrastructure including DNS, DHCP, AD Federated Services, Group Policy, AD DirSync, DFS file services and LDAP directory services including activities such as managing user accounts, creating group policies for managing servers and workstations, provisioning file systems using DFS, and managing DNS records.

• Experience with Virtual Infrastructure environments (VMWare and Microsoft Hyper-V) such as creating virtual servers from a template

• Extensive experience monitoring network, applications and systems health and analyzing results for evaluating performance and tuning of such products;

JOB DUTIES

Job Summary:*	This position reports directly to the Director of Division of IT. This position leads the technical team by coordinating and communicating team work as assigned internally and externally with our vendors as well as analyzing and resolving complex problems involving desktop and network and operating systems and applications; assists in the diagnosis and resolution of problems affecting machine hardware and/or software; assists in identification of needed support to solve user problem areas regarding all system operations and productions; and provides analysis and development plans for FLVC needs.
Marginal Functions:*	In support of FLVC internal and external facing products, the Assistant Director is expected to also be an effective workgroup manager, project manager, team member, attend meetings, serve on University Task Forces, interact with outside service providers and train and disseminate knowledge to non-technical users.
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m.
Total Hours per Week:*	40
Explain variations in the workweek:	The volume of work may fluctuate depending on time of semester, hardware purchases, and project deadlines. On call for system failures and maintenance. Normally work over 40 hours per week. Job often requires working after hours, week-ends and holidays
Describe the types of decisions that are made in the position:*	The Assistant Director will: • Recommend effective and efficient use of technology to FLVC faculty and staff. • Establish departmental business processes related to areas of responsibility as needed to carry out the department's mission and program of activities. • Determination of best practice in completing tasks. • Prioritization of work.
Describe the types of problems analyzed and /or solved in the position:*	The Assistant Director will: • Contribute to the analysis and development of business processes in areas of responsibility to carry out the department's strategy, tactics, goals and objectives • General procedural problems. • Business/office practices to be accomplished.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff.

Statewide Program Assistant Director (122910)	PageUp #:PD-15

associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Microsoft Windows Server 2003, 2008 R2 and 2012. Cisco networking hardware and OS. VMWare and Hyper-V. Various other server management utilities and scripting languages.

Does this position supervise line faculty or workforce employees?:*

◉ Yes   ◯ No

List the classification title and position number of the employee(s) supervised:

122300- Network Engineer
122360- Network Engineer
122400- Desktop Engineer
123190- Desktop Engineer
122870- Senior Desktop Systems Engineer
122770- Enterprise System Engineer
122640- Enterprise System Engineer
122830- Enterprise System Engineer
125830-Enterprise System Engineer
122970-Enterprise System Engineer
122480-Project Manager

Does this position supervise OPS and/or Student Employees?:*

◉ Yes   ◯ No

Total Number of OPS and/or Student Employees supervised:

2

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*

Regularly involves lifting, bending or other physical exertion. Often exposed to one or more disagreeable environmental factors, such as heat, cold, noise, dust, dirt, chemicals, etc., with often to the point of being objectionable.

Impact of deadlines of the job:*

Externally imposed deadlines set or revised on short notice. Frequent shifts in priority. Numerous interruptions requiring immediate attention. Unusual pressure on a daily basis due to accountability for success of major projects.

Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Frequently
Lifting over 25lbs.:*	Occasionally

Statewide Program Assistant Director (122910)	PageUp #:PD-15

ESSENTIAL FUNCTIONS OF THE JOB

JOB DUTIES

% of time	Description of Duty	Essential
40	Act as manager in coordinating activities of the Network and Desktop Services and Systems workgroup by providing leadership, direction, monitoring, documentation and support of designated systems to ensure the integrity and availability of such services	Essential
20	Works with vendors to obtain quotes for services, maintenance renewals, new purchases of hardware and software	Essential
10	Assists in identification of needed support to solve user problem areas regarding desktop or network and System operations or FLVC policies and provide appropriate solutions; participates in problem solving activities as needed.	Essential
10	Provides analysis and development of plans to meet FLVC's current and future needs. Be available during off-hours to address any assigned responsibility, including answering off-hours calls for the computer systems hardware and Systems.	Essential
10	Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	Essential
10	Performs other duties as assigned.	Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Data Management Engineer (FLVC) 122290

PageUp #:PD-1207

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122290

Position: Data Management Engineer-FLVC
Position no: 122290
Division: The Complete Florida Plus Program
Department: FLVC Process Improvement
Employee Name: Christopher Carney
Supervisor: Kathy Parker

Position #:

Position Title:*   Data Management Engineer (FLVC) 122290

Working Title: Data Management Engineer

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC DOIT Operations

Work site / location:

Classification:*   Data Management Engineer (FLVC)

Classification: Data Management Engineer (FLVC)

Classification Code: 9524

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.
Strong analytical, reasoning and problem solving abilities; computer literacy, ability to adapt to new requirements and learn new software; ability to communicate with professional staff.

Data Management Engineer (FLVC) 122290

PageUp #:PD-1207

Knowledge of computer scripting languages (VBScript, JavaScript, etc.)
•Ability to design, develop, and implement test scenarios utilizing automated test tools

JOB DUTIES

Job Summary:*	This position is a member of the Operational Performance workgroup. The position provides internal technical support to Business Intelligence, Quality, Testing, Personnel Processing and Project Management.
Marginal Functions:*	Keeps abreast of emerging technologies and trends through independent research and regular communication with developer and user communities. Adheres to departmental and University Policies. Adjusts work tasks to meet critical deadlines as directed by supervisor.
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required. May have on-call status responsibilities.
Describe the types of decisions that are made in the position:*	Decisions on data integrity validation; technical issues as related to automation; Decisions made impact the entire Operational Performance team and some impact on the delivery of statewide products and services.
Describe the types of problems analyzed and /or solved in the position:*	Problems analyzed are generally complex, multi-faceted, and require creative problem solving skills.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	This position may at times have access to personal and confidential information of Florida students and higher education employees when resolving issues. Also may have access to staff personal data (biographical and demographic data)
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	Computer workstation. Programming languages, tools, and systems used by FLVC. Collaboration, project management, testing, software deployment, and other software platforms used by FLVC. Database management platforms such as Oracle and Microsoft SQLServer.
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ● No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

Data Management Engineer (FLVC) 122290	PageUp #:PD-1207

	comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Data Management Engineer (FLVC) 122290	PageUp #:PD-1207

30		Essential
	Collaborate with BI workgroup to coordinate the creation and management of data queries. Collaborate with unit managers, end users, development staff, and other stakeholders to integrate data mining applications with existing systems. Provide and apply quality assurance best practices for data mining/analysis services across the organization. Develop, implement, and maintain change control and testing processes for modifications to data models. Create data definitions for new database file/table development and/or changes to existing ones. Determine required network components to ensure data access, as well as data consistency and integrity. Develop routines for end users to facilitate best practices use of data mining tools. Collaborate with database and disaster recovery administrators to ensure effective protection and integrity of data assets. Monitor data mining system details within the database, including stored procedures and execution time, and implement efficiency improvements. Respond to and resolve data mining performance issues.	

30		Essential
	Support improvement initiative by participating in all aspects of service/product improvement design, development, and delivery. Collaborate with internal team to establish technical vision and analyze tradeoffs between usability, resource requirements and performance needs. Document definitions, current processes using visual diagrams, process models, process maps or other tools as appropriate. Support and examine processes to understand impact to people, strategy, systems and general business operations, and recommend actions or provide information to stakeholders to manage change. Assist in tracking performance and feedback on business processes to serve as the basis for future process improvements and monitor and measure the effectiveness of business processes to ensure consistent value delivery. Provide technical support and/or training to end users. Support, develop or deliver communications related to implementation of new business processes. Lead portions and/or all of large tasks or projects.	

30		Essential
	Support all testing functions: Develop test scripts to ensure complete testing of all FLVC services and products. Plans, develops, and executes functionality, performance and regression tests utilizing automated testing software where appropriate. Assist with formalizing procedures where procedures are not clearly documented related to testing. Support continuous delivery process and end to end testing strategy including Desktop Application, Web Testing, Mobile testing, Internal and External API monitoring and API Development.	

10		Essential
	Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. Performs other duties as assigned.	

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Fiscal Specialist 122220   PageUp #:PD-1199

Department: 6076-FLVC Business Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122220

     <u>Position: Fiscal Specialist</u>
     Position no: 122220
     Division: The Complete Florida Plus Program
     Department: FLVC Business Operations
     Employee Name: Susan Chapman
     Supervisor: Lisa Ryals

Position #:

Position Title:*   Fiscal Specialist 122220

Working Title: Senior Fiscal Specialist

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC Business Operations

Work site / location:

Classification:*   Fiscal Specialist

     <u>Classification: Fiscal Specialist</u>

     Classification Code: 1418

     Pay Band: Office/Program Support

     E Class Description: 32-University Work Force NE FT

     EEO Skill: 50 Clerical & Secretarial

     Veteran's Preference Eligibility: Yes

     FLSA: Non--Exempt

     Minimum Qualifications: A high school diploma and three years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Position Qualifications: A high school diploma and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Fiscal Specialist 122220	PageUp #:PD-1199

- Demonstrated ability to research State of Florida Purchasing Agreements and to prepare requisitions
- Knowledge of Microsoft Office products, particularly Word and Excel
- Problem solving skills to assess and respond to operational needs
- Ability to assist in the preparation of budget and budget requests.
- Ability to analyze, review, interpret, and evaluate financial data.
- Ability to create fiscal and statistical reports using Excel.
- Ability to accumulate data and summarize into meaningful management information
- Ability to edit and proofread printed or online data for accuracy and completeness
- Ability to learn new products and grasp new techniques quickly

JOB DUTIES

Job Summary:* The Fiscal Specialist is responsible for processing purchase requisitions, payments, preparing monthly reconciliations for purchasing card charges, reconciling expenditures posted to Banner and serves as backup for travel processing.

Marginal Functions:* NA

Daily Hours (from-to):* Monday through Friday, 8:00 a.m. to 5:00 p.m. unless authorized by the Director of Business Operations.

Total Hours per Week:* 40

Explain variations in the workweek: NA

Describe the types of decisions that are made in the position:* Determination of best practice in completing tasks. Prioritization of work.

Describe the types of problems analyzed and /or solved in the position:* General bookkeeping and accounting problems. Business practices to be accomplished.

Consequence of Error:

Describe the type of communication with internal and external sources:* The Fiscal Specialist communicates with internal staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* As a member of Financial Services, the Fiscal Specialist may have access to sensitive or confidential information throughout the process of normal business transactions. The Fiscal Specialist will maintain confidentiality in all aspects of responsibility (such as salary information, contract or bid specifications or proprietary information).

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: The Fiscal Specialist may receive typical receipts of $50 or less that are processed according to UWF's cash management policies and FLVC's receipting procedures.

List the hardware and software applications that are required for this position:*
- Microsoft Office products (particularly Word and Excel)
- UWF systems related to finance and budgeting (Banner)

Does this position supervise line faculty or workforce employees?:* ○ Yes ● No

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:* ○ Yes ● No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Fiscal Specialist 122220

<div align="right">PageUp #:PD-1199</div>

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Daily
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Fiscal Specialist 122220

PageUp #:PD-1199

42		Essential
	Processes invoices, Direct Pay Requests and PCard transactions for payment ensuring compliance with State of Florida Statutes and UWF rules/regulations. Assigns/confirms appropriate accounting codes for purchases. Secures confirmation from purchase originator that service/materials were in satisfactory condition and accepted before payment is processed or within return policy terms. Processes disbursements for employee reimbursements and vendor payments. Serves as co-primary requisition processor entering purchase requisitions according to State of Florida Statutes and UWF policies and procedures for purchasing. Works with staff obtaining required quotes and approvals for purchases. Serves as a vendor liaison to resolve any issues related to purchasing. Investigates and resolves any questions/disputes with vendors. Provides training to staff regarding purchasing system/process. Secondary processor for contract processing via JIRA, for legal and procurement review. Tracks process and addresses any questions or concerns.	

42		Essential
	Updates payment spreadsheet for fiscal year, with actual payment and spending category information; reconciles payment spreadsheet account coding to UWF's financial reports. Reconciles P-Card transactions and monthly invoice payments to UWF's financial reports. Investigates any discrepancies and alerts direct supervisor. Processes journal entries, when required, to correct/adjust expense entries.	

8		Essential
	Prepares and processes travel authorizations and reimbursements for FLVC employees, ensuring compliance with policies/procedures for travel. Advises employees and other travelers regarding travel related contracts and available discounts. Makes reservations as needed, ensuring a positive customer experience. Approves or verifies/reconciles P-Card transactions ensuring compliance with State of Florida Statutes and UWF rules/regulations.	

5		Essential
	Assists with budget preparation for new fiscal year by providing/preparing reports, as requested, on spending/projected spending.	

3		Essential
	Performs other duties as assigned.	

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Statewide Program Assistant Director (FLVC) 122920	PageUp #:PD-16

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122920

> Position: Statewide Prgrm Asst. Dir-FLVC
> Position no: 122920
> Division: The Complete Florida Plus Program
> Department: FLVC DOIT Operations
> Employee Name: Ricardo Chu
> Supervisor: Kari Nowak

Position #:

Position Title:*   Statewide Program Assistant Director (FLVC) 122920

Working Title: Assistant Director Enterprise Architecture

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC DOIT Operations

Work site / location:

Classification:*   Statewide Program Assistant Director (FLVC)

> Classification: Statewide Program Assistant Director (FLVC)
>
> Classification Code: 9528
>
> Pay Band: Administrative/Managerial
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 10 Administrative/Managerial
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications: Highly polished managerial, technical and interpersonal skills. Core management skills such as communication, coordination, diplomacy, collaboration. Project management and leadership skills to lead technical projects and staff. Requires excellent analytical organizational, time management, and prioritization skills. Ability to analyze, comprehend, evaluate, interpret, advise, organize, and plan. In-depth expertise in administrative systems. Understand administrative business processes in areas of primary support. application development life-cycle and best practices.

Statewide Program Assistant Director (FLVC) 122920	PageUp #:PD-16

Job Summary:*

Assist in Leading the Enterprise Architecture workgroup in their effort to design, development, and maintain the enterprise software infrastructure solutions which provide the platform which Florida Virtual Campus (FLVC) uses to support the operation of the business. Work with administrative system clients at all levels to understand their system needs and advise them on how best to use administrative systems to support their operations.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required. Provides on-call support.

Describe the types of decisions that are made in the position:*

Formulate and implement policies within the EA workgroup. Design and document processes that may affect the EA workgroup, ITS, and/or administrative system users. Strategic objectives and goals that support FLVC and DoIT goals. Best solutions to information technology needs. Prioritization of work within the EA workgroup. Product choices to support administrative computing services.

Describe the types of problems analyzed and /or solved in the position:*

Analyze users' system needs and propose solutions. Analyze how to improve business processes with the user of technology. Resource planning and prioritization. Solving problems that arise within DoIT projects. Responding to IT crisis. Analyze current trends in IT that affect the direction and scope of information resources management and advise higher management.

Consequence of Error:

Describe the type of communication with internal and external sources:*

Frequent internal contacts within FLVC and within the university, cutting across organizational lines and levels. Deal directly with clients of EA to determine needs, priorities, and resolving client issues and concerns.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

Responsible for the FLVC's administrative systems, which include security authorization and access control to institutional databases and information systems; the responsibility for confidential and secure data and mission-critical information systems is extremely high. Access to confidential or sensitive information is primarily to support system users and troubleshoot system problems.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

Provides support for managing various components of the DoIT budget and for special project budgets.

List the hardware and software applications that are required for this position:*

Computer workstation. Programming languages, tools, and systems used by FLVC. Collaboration, project management, testing, software deployment, and other software platforms used by FLVC. Database management platforms such as Oracle and Microsoft SQLServer.

Does this position supervise line faculty or workforce employees?:*

◉ Yes   ○ No

List the classification title and position number of the employee(s) supervised:

122290 Software Applications Engineer
122850 Software Applications Engineer
122890 Software Applications Engineer
122860 Software Applications Engineer
122940 Software Applications Engineer
122550 Database Administrator (vacant)
122690 Enterprise Systems Architect (vacant)

Does this position supervise OPS and/or Student Employees?:*

○ Yes   ◉ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Statewide Program Assistant Director (FLVC) 122920

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Statewide Program Assistant Director (FLVC) 122920

30   Essential

Leads substantial DoIT projects that could comprise of DoIT teams and cross-functional teams, ensuring that all phases of a project are completed, from inception to conclusion, utilizing DoIT project management methodologies and ensuring they are followed in order to effectively lead the project as well as communicate its progress with all stakeholders.

30   Essential

Assist in Leading the Enterprise Applications (EA) workgroup of DoIT, and supervises a professional staff of project leaders, programmers, web designers, information systems analysts and support specialists that support administrative applications. Responsible for training and professional development of EA staff, for fostering effective communications within EA, DoIT, and with clients, for ensuring the provision of innovative and reliable high-quality services and exemplary support of administrative software applications and for participating in the development and implementation of strategic plans for the DoIT division.

30   Essential

Leads the development of comprehensive administrative information technology strategies and oversees the activities of the EA workgroup in conducting strategic projects and providing technology support services. Works closely with the EA Director, fellow DoIT Directors, and functional and administrative leaders to plan, design, acquire or construct and deploy institution-wide administrative information systems. Delivers administrative information systems and services with a full appreciation of customer needs, which requires significant knowledge of higher education business processes and core operational functions. This position has significant responsibilities related to the ongoing support and operation of FLVC, DLSS, CF and FALSC related systems, particularly in the areas of developing internal automation to extend application functions; coordinating the automation of business processes that cause applications to interact with other internal and external information systems; managing enhancement and upgrade projects.

10   Essential

Provides recommendations and consultation and collaborates with individuals and departments from all sectors of FLVC on a wide range of technology and information management issues. Provides advice and direction that may redesign business processes in order to resolve operational problems, improve customer services, or development new cross-functional strategic information systems.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Library Services Analyst - 123040

<div align="right">PageUp #:PD-29</div>

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123040

> Position: Library Services Analyst-FLVC
> Position no: 123040
> Division: The Complete Florida Plus Program
> Department: FALSC ILS
> Employee Name: Christine Cogar
> Supervisor: Wendy Ellis

Position #:

Position Title:* Library Services Analyst - 123040

Working Title: Public Services Systems Specialist

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FALSC Operations

Work site / location:

Classification:* Library Services Analyst (FLVC)

> Classification: Library Services Analyst (FLVC)
>
> Classification Code: 9522
>
> Pay Band: Professional
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 30 Other Professionals
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.

Library Services Analyst - 123040	PageUp #:PD-29

systems (Millennium and/or Sierra), but other ILS experience is also acceptable.
• Experience in managing, implementing or integrating with discovery services.
• Excellent analytical and problem-solving skills.
• Excellent interpersonal skills.
• Excellent verbal and written communication skills.
• Demonstrated ability to handle multiple tasks simultaneously with minimal supervision.
• Demonstrated aptitude for technology and ability to learn new skills quickly.
• Ability to work both independently and collaboratively with staff, faculty and vendors. Initiative, flexibility, and the ability to adapt and work creatively in a complex, rapidly changing support environment.
• Familiarity with technical library services and operations.
• Understanding of technological trends and developments relevant to academic libraries and information delivery.
• Familiarity with Microsoft Office products, HelpDesk ticketing systems and online collaboration technologies such as Collaborate.
• Experience training users of automated systems and preparing training materials.

JOB DUTIES

Job Summary:*

This position is part of the Integrated Library System (ILS) Team, which helps the libraries of the public university and college systems of Florida manage and maintain the library management system. Using expertise and system knowledge, the incumbent analyzes user needs and identifies, develops and implements solutions.

This position provides expertise and works collaboratively with library staff in public services, technical services, institutional repository and archives to develop strategies for discovery and access.

The Public Services Systems Specialist also coordinates all aspects of circulation and consortial resource sharing of the integrated library system, and coordinates state-wide projects related to development, implementation, and optimization of FALSC-supported services for constituent libraries.

This position supports the public services functions of the system: Circulation, Course Reserves, UBorrow/ILL, and the Discovery Interface, with an emphasis on Resource Sharing. The specialist work requires a detailed understanding of all ILS data, configuration options, programs and outputs relevant to the area of work.

Marginal Functions:*

NA

Daily Hours (from-to):*

This position is required to work during FALSC core business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the supervisor. Some evening and weekend work may be required to maintain service production schedule or to p

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required to maintain production schedule or to participate in scheduled system maintenance and version upgrades, or as required for travel.

Describe the types of decisions that are made in the position:*

Leads and directs the work of project teams in an agile work environment. Exercises creativity in designing new functions and features to existing applications to insure that needs of users are met. Encourages library staff to implement responsible library acquisitions' best practices. Collaborates on developing and implementing strategies for achieving organizational and departmental goals and initiatives.

Library Services Analyst - 123040

related to their primary services, and has the authority to interpret as needed for the effective implementation of those policies. S/He can also develop and implement recommendations for other areas of expertise as needed.

This position is involved in the development of applications and services designed to enhance the Integrated Library System. Collaboratively works with colleagues responsible for the development process: initial brainstorming, requirements drafting and needs assessment, coding of process and features, testing, developing policies and workflows, rolling out production services, training users, maintaining the services and eventually enhancing and growing the service.

Consequence of Error:

Describe the type of communication with internal and external sources:*

This position communicates effectively with people within the organization on a daily basis. This includes staff at all levels in the Florida College System and the State University System Libraries, software vendors, ILS (Integrated Library Systems) staff, and IT specialists. Communicate problems, technologies and policies with a side and/or diverse audience both internally and externally.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

May be responsible for proper handling of confidential and sensitive information, such as FCS and SUS Libraries patron data and vendor data.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

• Windows PC and peripherals, networked printers, office telephone, headphone/mic
• Integrated Library System (Sierra), Discovery Tool (Encore/Duet), Outlook, Microsoft Word and Excel, HelpDesk ticketing systems and online collaboration technologies such as Collaborate.

Does this position supervise line faculty or workforce employees?:*

○ Yes ● No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes ● No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*

No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:*

Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Library Services Analyst - 123040	PageUp #:PD-29

Use of hands to handle objects:*   Daily

Lifting up to 10lbs.:*   Daily

Lifting up to 25lbs.:*   Occasionally

Lifting over 25lbs.:*   Occasionally

Talking - express or exchange of ideas verbally:*   Daily

Hearing - perceive sound by ear:*   Daily

Vision - ability to distinguish similar colors, depth perception, close vision:*   Daily

ESSENTIAL FUNCTIONS OF THE JOB

JOB DUTIES

% of time	Description of Duty	Essential
30	Troubleshoot and resolve problems identified with the ILS and Discovery Tool and report issues to the vendor as necessary. Manage and support patron-facing services including the discovery interface and access services functionality (Circulation, Reserves, and Resource Sharing). This may require work outside of business hours in case of emergencies.	Essential
30	Participate in the ongoing planning and delivery of access to library resources and services for faculty, students, staff and researchers. Assist in the training, planning and coordination of projects related to ILS, Discovery Tool, and related products.	Essential
15	Develops, plans, schedules, and conducts instructional and informational programs that enable libraries to use FALSC services and products effectively, within established guidelines. Designs and develops instructional and informational materials for use in delivering the programs. Some travel required. Communicate systems status updates, and share information with and make presentations to various state library and regional groups. Visit libraries as appropriate to fulfill assigned responsibilities.	Essential
15	Serve as liaison for the FALSC DoIT programmers, library and campus IT where they intersect in relation to FLVC's services, specifically patron loads, bill / fine export, and authentication / authorization. Understand the functional, operational, and service needs of the Library in order to develop gateways between the Library's online resources and locally developed or third party application. Maintain current awareness of research and developments in areas of responsibility, including standards, library trends, statistics and instructional design.	Essential
5	Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	Essential
5	Other duties as assigned.	Essential

Library Services Analyst - 123040

PageUp #:PD-29

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Enterprise Systems Engineer (122640)

PageUp #:PD-1244

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122640

> Position: Enterprise Systems Engineer
> Position no: 122640
> Division: The Complete Florida Plus Program
> Department: FLVC DOIT Operations
> Employee Name: Wade Collins
> Supervisor: Ray Bogan

Position #:

Position Title:*   Enterprise Systems Engineer (122640)

Working Title: Systems Engineer

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC DOIT Operations

Work site / location:

Classification:*   Enterprise Systems Engineer

Classification: Enterprise Systems Engineer

Classification Code: 9504

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Bachelor's degree and four years (or more) of systems engineer/server administration work.

Enterprise Systems Engineer (122640)

Examples of such activities include strong problem solving and analysis; the use of basic utilities and commands at the operating system level; editing files in their native environment; navigating file systems; installing software, resolving issues based on system configuration; user administration (setup and maintenance);

• Experience monitoring applications and systems health and analyzing results for evaluating performance and tuning of such products;

• Experience with shell scripting in PowerShell and UNIX by writing scripts in a variety of languages, such as Perl, Python, VBScript or Windows PowerShell

• Experience with Virtual Infrastructure environments (VMWare and Microsoft Hyper-V) such as creating virtual servers from a template

• Solid understanding and experience with an Active Directory infrastructure including DNS, DHCP, AD Federated Services, Group Policy, AD DirSync, DFS file services and LDAP directory services including activities such as managing user accounts, creating group policies for managing servers and workstations, provisioning file systems using DFS, and managing DNS records.

• Solid understanding of Networking concepts.

• Experience in SAN management of FC and iSCSI arrays and switches including volume creation and deletion; zoning for fiber channel and iSCSI, presenting volumes to servers, storage replication and migration, and fault analysis. Knowledge of Tivoli and CommVault backups including file restoration, compression, tape interfaces and fault analysis.

JOB DUTIES

Job Summary:*	This position reports directly to the Director of Infrastructure Services and is a member of the System Services workgroup located in the Tallahassee office. This position analyzes and resolves complex problems involving server operating systems and applications; assists in the diagnosis and resolution of problems affecting machine hardware and/or software; assists in identification of needed support to solve user problem areas regarding system operations and productions; and provides analysis and development plans for FLVC needs.
Marginal Functions:*	In support of FLVC internal and external facing products, the System Engineer is expected to also be an effective team player, manage projects, attend meetings, serve on University Task Forces, interact with outside service providers and train and disseminate knowledge to non-technical users.
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m.
Total Hours per Week:*	40
Explain variations in the workweek:	The volume of work may fluctuate depending on time of semester, hardware purchases, and project deadlines. On-call for system failures and maintenance. Normally works over 40 hours per week. Job often requires working after hours, week-ends and holidays.
Describe the types of decisions that are made in the position:*	Decisions that allow for the effective and efficient use of technology for FLVC faculty and staff. Security decisions as related to the prevention of servers, workstation, and network breaches. Recommending which software and hardware applications would best facilitate the strategic plans and goals of the university.
Describe the types of problems analyzed and /or solved in the position:*	Software related problems pertaining to Microsoft Windows and Server products, as well as Microsoft applications products. Hardware related problems that arise with servers.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	Access to great deal of sensitive and confidential information data stored in electronic databases and files. Access to central computing systems, serves, and workstations.

Enterprise Systems Engineer (122640)

PageUp #:PD-1244

List the hardware and software applications that are required for this position:*	Microsoft Windows Server 2003, 2008 R2 and 2012. Red Hat Linux. VMWare and Hyper-V. Various other server management utilities and scripting languages.
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ● No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	Regularly involves lifting, bending or other physical exertion. Often exposed to one or more disagreeable environmental factors, such as heat, cold, noise, dust, dirt, chemicals, etc., with often to the point of being objectionable.
Impact of deadlines of the job:*	Externally imposed deadlines set or revised on short notice. Frequent shifts in priority. Numerous interruptions requiring immediate attention. Unusual pressure on a daily basis due to accountability for success of major projects.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Frequently
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Enterprise Systems Engineer (122640)

40

Act as server administrator by providing management, maintenance, monitoring, documentation and support of designated server or systems to ensure the integrity and availability of utility and application servers

Essential

20

Assist in identification of needed support to solve user problem areas regarding system operations, production, or FLVC policies and provide appropriate solutions; participates in problem solving activities as needed.

Essential

10

Assist in the diagnosis and resolution of problems affecting machine hardware and/or software working in conjunction with other FLVC staff or vendors.

Essential

10

Provide analysis and development of plans to meet FLVC's current and future needs. Be available by text messaging during off-hours to address any assigned responsibility, including answering off-hours calls for the computer systems hardware.

Essential

10

Perform work in support of business processes and projects, as assigned. Perform time-sensitive tasks and meet established deadlines; maintain effective communications with appropriate FLVC staff; maintain effective working relationships to ensure the success of the business processes and projects.

Essential

10

Performs other duties as assigned.

Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Library Services Analyst (123090)

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123090

> Position: Library Services Analyst-FLVC
> Position no: 123090
> Division: The Complete Florida Plus Program
> Department: FALSC ILS
> Employee Name: Daniel Cromwell
> Supervisor: Wendy Ellis

Position #:

Position Title:*   Library Services Analyst (123090)

Working Title: Technical Services System Specialist

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Library Services Analyst (FLVC)

> Classification: Library Services Analyst (FLVC)
>
> Classification Code: 9522
>
> Pay Band: Professional
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 30 Other Professionals
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications: NA

Library Services Analyst (123090)	PageUp #:PD-35

• Demonstrated aptitude for technology and ability to learn new skills quickly.
• Ability to work both independently and collaboratively with staff, faculty and vendors.
• Initiative, flexibility, and the ability to adapt and work creatively in a complex, rapidly changing support environment
• Prior work experience in an academic library setting or with an academic library consortium or service organization.
• Experience in management and maintenance of integrated library systems.
• Familiarity with technical library services and operations with emphasis on Cataloging and Data Loading and Extraction.
• Training or degree in computer/information technology.
• Understanding of technological trends and developments relevant to academic libraries.
• Specific skills include a working knowledge MARC21 standard for Bibliographic, Holdings, and Authority records.
• Familiarity with bibliographic maintenance tools such as OCLC Connexion, MarcEdit, and various bibliographic data loading applications.

JOB DUTIES

Job Summary:*

This position is part of the Integrated Library System (ILS) Workgroup, which helps the libraries of the public university and college systems of Florida manage and maintain the Integrated Library System.

This position reports directly to the Assistant Director of Integrated Library Systems.

This position provides primary support for data loading and extracting, authorities, and indexing, staff client configuration, staff user ID creation, and technical services functions of the system with an emphasis on cataloging.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Executive Director.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required to maintain production schedule or to participate in scheduled system maintenance and version upgrades, or as required for travel.Some evening and weekend work may be required to maintain production schedule o

Describe the types of decisions that are made in the position:*

Leads and directs the work of project teams in an agile work environment. Exercises creativity in designing new functions and features to existing applications to insure that needs of users are met. Encourages library staff to implement responsible cataloging best practices. Collaborates on developing and implementing strategies for achieving organizational and departmental goals and initiatives.

Describe the types of problems analyzed and /or solved in the position:*

This position is responsible for the development and implementation of policies related to its primary services and projects. S/He has the authority to communicate freely with library affiliates and liaisons about the development of these services and projects, can synthesize feedback from library staff and liaisons with original ideas for development, and is able to present these ideas to the supervisor and team for discussion. The employee is responsible for the execution and communication of policies related to their primary services, and has the authority to interpret as needed for the effective implementation of those policies. S/He can also develop and implement recommendations for other areas of expertise as needed.

This position is involved in the development of applications and services designed to enhance the Integrated Library System of the SULs. Collaboratively works with colleagues responsible for the development process: initial brainstorming, requirements drafting and needs assessment, coding of process and features, testing, developing policies and workflows, rolling out production services, training users, maintaining the services and eventually enhancing and growing the service.

Consequence of Error:

Describe the type of communication with internal and external sources:*

Communicates effectively with persons within the organization on a daily basis. This includes staff at all levels in the State University System Libraries, software vendors, ILS (Integrated Library Systems) staff, vendors or distributors of physical and digital content, and IT specialists. Communicate problems, technologies and policies with a wide and/or diverse audience.

Library Services Analyst (123090)

associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	• Windows PC and peripherals, networked printers, office telephone, headphone/mic • Integrated Library System (Sierra), Discovery Tool (Encore/Duet), Outlook, Microsoft Word and Excel, HelpDesk ticketing systems and online collaboration technologies such as Collaborate. • OCLC Connexion, MarcEdit,
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ● No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Library Services Analyst (123090)   PageUp #:PD-35

30   Essential

Assists with the planning and implementation of the Integrated Library System by performing system configurations to support the need of the libraries throughout the state.

30   Essential

Works with library Technical Services staff to configure the system for optimal performance and use by configuring various function specific system tables. Primary area of responsibility is Cataloging, Data Loading, and Data Extraction. Resolves problems identified via problem tracking software, email and telephone. Acts as a technical advisor for all aspects of technical services functions as they relate to the ILS with emphasis on system configuration for cataloging, data loading and extraction, authorities, and indexing. In particular to data extractions, works closely with library staff to negotiate and design complex and targeted retrieval plans while operating within specified time constraints, requiring a detailed understanding of all ILS data structures, configuration options, programs and outputs relevant to the area of work.

15   Essential

Assists and instructs library staff in the use of system native routines to load, extract and manipulate data and create data specific reports. Develops and conducts training and workshops as needed in areas of responsibility. Assists library permissions managers to aid in setup of new staff users in order to ensure rights are assigned correctly for optimal use and system security

15   Essential

Maintains current awareness of research and developments in areas of responsibility, including cataloging standards, emerging metadata formats, data manipulation and loading tools. Shares information presents to constituent libraries.

5   Essential

Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5   Essential

Performs other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

  1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Director (122580)   PageUp #:PD-1239

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number:	122580

Position: Director

Position no: 122580
Division: The Complete Florida Plus Program
Department: FALSC Digital Services
Employee Name: Rebel Cummings-Sauls
Supervisor: Elijah Scott

Position #:	
Position Title:*	Director (122580)
Working Title:	Director of Digital Services and OER

POSITION DETAILS

Division:*	The Complete Florida Plus Program
Department:*	FALSC Operations
Work site / location:	
Classification:*	Director

Classification: Director

Classification Code: 9499

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and six years of appropriate experience; or a bachelors degree in an appropriate area of specialization and eight years of appropriate experience.

Position Qualifications:	NA

Director (122580)	PageUp #:PD-1239

• Knowledge of the technical issues involved in the preservation and delivery of electronic resources and with the legal and business issues involved in acquisition, licensing, and management of electronic resources.
• Familiarity with Internet developments, electronic publishing, and digital preservation.
• Familiarity with issues in open education, open textbooks, open access, copyright, and intellectual property.
•Knowledge of digital services in the higher academic environment, including digital repositories, metadata schema, and other related issues.
•Understanding of scholarly communications, including the open access movement, issues surrounding author rights, copyright, and Creative Commons licenses.
• Excellent written and oral communication and negotiation skills required.
• Working knowledge of reference and public services operations
• Supervisory experience preferred.
• Understanding of issues related to open access
• Excellent organizational and analytical skills;
• Understanding of standard business practices and good mathematical skills;
• Ability to function in a collaborative, service-oriented environment and flexibility in adapting to change;
• Working knowledge of spreadsheet and other software to support the management of usage and financial data.

JOB DUTIES

Job Summary:*	This position reports directly to the Executive Director of FALSC. This position leads the Digital Services workgroup located at the Gainesville office. This position oversees all aspects of Digital Services and OER, including Islandora, FDA & DAITSS, Florida OJS, Archon/ArchivesSpace, and the ETD service. This position works collaboratively with Distance Learning and Student Services (DLSS) at FLVC to develop services and programs that promote the use of open-access textbooks and open education resources (OER) for Florida's public postsecondary education institutions.
Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Executive Director.
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required.
Describe the types of decisions that are made in the position:*	Through a process of information gathering, data analysis, and market research, develops strategies for the preservation and dissemination of digital archival materials. Also provides recommendations for the use and distribution of open-access textbooks and open education resources.
Describe the types of problems analyzed and /or solved in the position:*	This position interprets and applies state and local purchasing policies. In general, this position is responsible for the development and implementation of policies related to their primary services and products, and the communication of those policies to library affiliates and liaisons. This position develops and sets strategic direction for all digital services. Evaluates the feasibility of implementing new versions of digital platforms and the potential cost involved in doing so. Evaluates options for successful implementation of OER materials and resources.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	This position has regular contact with UWF's Office of Purchasing, and Office of General Counsel.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	This position deals with confidential pricing and contractual data.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	•Hardware would be all the usual office computing equipment •Software to include Excel, Outlook, Sharepoint, Word, etc.
Does this position supervise line faculty or workforce employees?:*	⦿ Yes ◯ No

Director (122580)   PageUp #:PD-1239

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

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PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

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ESSENTIAL FUNCTIONS OF THE JOB

Director (122580)	PageUp #:PD-1239

45 | Essential

Plans, develops and directs the work related to digital services and OER in utilizing objectives set by the Executive Director of FALSC. Plans and approves workload of assigned staff; prepares and carries through to completion the performance evaluation and improvement process for assigned staff; participates in the hiring process for positions within the workgroup; and manages overall performance of assigned staff. Develops and directs the work related to all programs in digital services and OER. Oversee the ongoing development of the statewide digital platform Islandora, the Florida OJS software, the Archon/Archives Space applications, the Florida Digital Archive (FDA) and DAITSS. Ensure that technical support is appropriately provided by working closely with FLVC's DoIt Business Relations Manager.

45 | Essential

Oversees and plans for all aspects of Digital Services. Develops short and long term strategic plans for the development of digital services. Oversee the ongoing growth of Islandora to provde a statewide platform for digital objects. Work closely with Florida development partners to develop Islandora's Institutional Repository functionality and entitles module to support changes in academic scholarly communication channels. Ensure that applications are up-to-date and state of the art, including ArchivesSpace, the Florida OJS software, the Florida Digital Archive (FDA), DAITSS and the ETD service. Ensure that technical support is appropriately provided by working closely with FLVC's DoIt Business Relations Manager.

5 | Essential

Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FALSC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5 | Essential

Performs other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Statewide Program Assistant Director (122670)

PageUp #:PD-1247

Department:	6060-FLVC DL Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122670

Position: Statewide Prgrm Asst. Dir-FLVC
Position no: 122670
Division: The Complete Florida Plus Program
Department: FLVC FloridaShines Operations
Employee Name: Nashla Dawahre
Supervisor: John Opper

Position #:

Position Title:* Statewide Program Assistant Director (122670)

Working Title: Assistant Director for Student Services

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DL Operations

Work site / location:

Classification:* Statewide Program Assistant Director (FLVC)

Classification: Statewide Program Assistant Director (FLVC)

Classification Code: 9528

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree n an appropriate area of specialization and two years of appropriate experience.

Statewide Program Assistant Director (122670)

PageUp #:PD-1247

• Experience with data systems and automated processes for admitting, registering or providing enrollment services to students in postsecondary education.

JOB DUTIES

Job Summary:*

This position reports to the Executive Director of Distance Learning and Student Services of the Florida Virtual Campus (FLVC). This position is a member of the Distance Learning and Student Services workgroup and is located at Headquarters in Tallahassee. The Assistant Director for Advising and Student Services is responsible for providing support and coordination for the student services applications and operations of the Florida Virtual Campus. This position is responsible for directing the work of the Student Services staff. The Assistant Director will serve as the liaison with Florida's college and university student services personnel and coordinate the FLVC web services with those of member institutions.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Executive Director.

Total Hours per Week:*

40

Explain variations in the workweek:

Some travel, evening and weekend work may be required.

Describe the types of decisions that are made in the position:*

Complex planning and implementation decisions. The incumbent will make recommendations to FLVC Leadership relating to the direction of any advising or student services programs which will relate to the design, development, maintenance and implementation of existing web content, products and services.

Describe the types of problems analyzed and /or solved in the position:*

The incumbent will communicate internally with FLVC staff. The incumbent will communicate with external stakeholders (including vendors, agencies and other entities) on behalf of the organization. The incumbent may represent FLVC at meetings and professional events and make presentations as required. Incumbent may be called upon to provide creative leadership to state level initiatives and collaborative working groups.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff.

The incumbent will communicate extensively with external stakeholders (including vendors, agencies and other entities) on behalf of the organization. The incumbent may represent FLVC at meetings and professional events and make presentations as required.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

This position may have access to confidential information protected by Florida and federal law including personally identifiable information for users.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

Grant and project related monetary responsibilities as needed.

List the hardware and software applications that are required for this position:*

NA

Does this position supervise line faculty or workforce employees?:*

◉ Yes   ○ No

List the classification title and position number of the employee(s) supervised:

1. Statewide Program Coordinator (122430)
2. Statewide Program Coordinator (122450)
3. Statewide Program Coordinator (122210)
4. Statewide Program Coordinator (122460)
5. Statewide Program Coordinator (123010

Does this position supervise OPS and/or Student Employees?:*

○ Yes   ◉ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Statewide Program Assistant Director (122670)

PageUp #:PD-1247

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Statewide Program Assistant Director (122670)

PageUp #:PD-1247

25   Essential

Student Services Unit Oversight
•Provides student and support oversight and assists the Executive Director in development of strategic and tactical planning resources to support development and deployment of Student Services initiatives and projects. Interfaces with FLVC staff to assist in coordinating resources and projects to effectively address deadlines for deliverables.
•Provides direction for MyCareerShines.
•Member of the management team for FLVC.
•Suggests solutions to implementation issues of projects and services in collaboration with DLSS and FLVC directors and staff members.

15   Essential

Project Leadership
•Manages development of FLVC student and support, collaborates on planning, scheduling and direction of development efforts. Maintains contact with Institutions, Department of Education and other relevant stakeholders, for FLVC student services issues.
•Plans, develops and/or recommends new and enhanced student and support web content, products and services in the area of responsibility consistent with established trends or needs as defined through research, student focus groups, and meetings with stakeholders or legislative direction.

20   Essential

Colleges and University Partnerships
•Coordination of FLVC advising and student support functions with college and university staff, internal work teams and supports the design, development, maintenance and implementation of existing web content, products and services.
•Create and design innovative solutions for DLSS challenges and statewide initiatives. Collaborates with leadership and staff on building solutions that students and partner institutional needs.
•Work with academic and marketing staff to supervise design and implementation of comprehensive and complex strategies to promote FLVC student and support services.
•Lead development and coordination of training and support resources necessary for FLVC student and support services in support of colleges and universities in the state.

20   Essential

External Partnerships
•Work with statewide leaders to support FLVC's development and implementation of policies and best practices related to access, graduation and retention rates, and affordability.
•Consult with educators, vendors and other organizations as needed to deliver appropriate and timely professional development and support services for FLVC student and support services to member institutions.
•Lead development and coordination of training and support resources necessary for colleges and universities in the state to support DLSS student and support services.

10   Essential

DLSS Department
•Collaborate with the Executive Director of DLSS in policy recommendation, interpretation and implementation necessary for the efficient operation of the FLVC services.
•Work collaboratively as a member of the FLVC DLSS Team for effective support and integration of DLSS functions and services, development of RFP's and ITN's, project management decisions, grant development, and decisions related to student and support services.
•Represent the FLVC, DLSS at meetings and conferences.

5   Essential

•Perform work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5   Essential

Other duties as assigned.

Statewide Program Assistant Director (122670)

PageUp #:PD-1247

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Help Desk Analyst (122410)

PageUp #:PD-1220

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122410

Position: Help Desk Analyst

 Position no: 122410
 Division: The Complete Florida Plus Program
 Department: FALSC Services
 Employee Name: Sabrina Dickey
 Supervisor: Mike Neff

Position #:

Position Title:* Help Desk Analyst (122410)

Working Title: Help Desk Analyst

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FALSC Operations

Work site / location:

Classification:* Help Desk Analyst

Classification: Help Desk Analyst

Classification Code: 9475

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Must possess and maintain knowledge in the areas of (1) support center and customer service best practices; (2) experience analyzing, troubleshooting, and providing solutions to supported applications and technical issues.

Preferred Qualifications:* • Bachelor's degree and two years of experience in libraries help desk, or IT.
• Master's degree in one of the following areas may be substituted for the required professional academic experience: Information Studies, Library Studies, Education, Distance Education, and Educational Counseling.
• Two (2) years of professional experience in an academic environment.

Help Desk Analyst (122410)   PageUp #:PD-1220

questions, troubleshooting, analyzing, diagnosing, and resolving issues related to the integrated library system, distance learning and student services applications, and internal support issues; (2) entering and updating cases in the case management system (CRM).

Marginal Functions:* NA

Daily Hours (from-to):* Monday through Friday, 8:00 a.m. to 5:00 p.m.

Total Hours per Week:* 40

Explain variations in the workweek: May require some shift rotations to accommodate the "open" hours of the Help Desk. Help Desk open hours are 8 AM – 8 PM M-F, 9 AM – 6 PM Sat, Closed Sun.

Describe the types of decisions that are made in the position:* This position makes decisions about the appropriate solution for customer issues, when to send a case to the second or third level, when to implement emergency downtime procedures, and to determine the priority and criticality of issues or problems.

Describe the types of problems analyzed and /or solved in the position:* This position analyzes customer issues and answers customers' questions regarding all of the products and services that FLVC supports. Issues range from technical to product functionality to guidance on using our tools and features.

Consequence of Error:

Describe the type of communication with internal and external sources:* This position responds to questions and issues from students, faculty and staff from all public colleges and universities in the state as well as the general public, high school students, advisors and the Florida Department of Education staff, in order to answer questions with accuracy and timeliness.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* This position has access to confidential information protected by Florida and federal law including personally identifiable information for users and library circulation records.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: NA

List the hardware and software applications that are required for this position:* Office and call center standard hardware, including personal computers, telephone and telephony peripherals, printers and copiers Office and call center standard software, including Microsoft Office, email, case management software (CRM). Additional applications: integrated library software, FLVC-developed applications for libraries, student services, and distance learning.

Does this position supervise line faculty or workforce employees?:* ○ Yes ◉ No

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:* ○ Yes ◉ No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Help Desk Analyst (122410)

PageUp #:PD-1220

Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Never
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Never
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Help Desk Analyst (122410)   PageUp #:PD-1220

30
| | Essential
Enter and update customer questions and issues in FLVC's cloud-based case management system (CRM). Ensure that cases are responded to according to the Organizational Level Agreement with outstanding customer service. Expected to provide answers to common questions, perform routine procedures to resolve a high percentage of inquiries, and route more complex issues to a higher level of support.

25
Essential
Take follow-up actions as needed to deliver appropriate and timely assistance to customers, including research into technical documentation, simulation of software or equipment problems within FLVC's model site environment, or consultation with other FLVC staff. Report trends, concerns, root causes, and ongoing problem areas to the Help Desk Manager and notify appropriate FLVC staff.

20
Essential
May serve as second level support for other Help Desk staff. Participates as team member for projects/business processes, developing expertise to provide second-level support.

10
Essential
Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5
Essential
Participate in training for all FLVC products and services. Learn to support all new products and services. Review documentation to ensure that it is useful and understandable for FLVC customers as requested by workgroups and teams.

5
Essential
Receives, reviews, implements, and tracks integrated library system information regarding user accounts and system parameters.

5
Essential
Performs other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

| 1. PD Migration Approved: Jamie Sprague ✅ Approved Dec 10, 2019 |

HR Representative:*   Jamie Sprague

Associate Vice President

<div align="right">PageUp #:PD-572</div>

Department: 6063-FLVC Administration

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 100700

> Position: Associate Vice President
>
> Position no: 100700
> Division: The Complete Florida Plus Program
> Department: CFPP Operations
> Employee Name: Michael Dieckmann
> Supervisor: George Ellenberg

Position #:

Position Title:*   Associate Vice President

Working Title: Chief Executive Officer

<div align="center">

POSITION DETAILS

</div>

Division:*   The Complete Florida Plus Program

Department:*   FLVC Administration

Work site / location:

Classification:*   Associate Vice President

> Classification: Associate Vice President
>
> Classification Code: 9261
>
> Pay Band: Administrative/Managerial
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 10 Administrative/Managerial
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization and seven years of appropriate Experience; or a bachelors degree in an appropriate area of specialization and nine years of appropriate experience.

Position Qualifications: Requires in-depth expertise and competency in information technology management, especially as applied in the higher education setting. Requires knowledge of overall university operations and processes that will be supported by information technology, as well as the needs of a broad community of learners and scholars. Requires technical, organizational leadership, and project management expertise. Requires strong oral and written communication and presentation skills. Requires expertise in strategic planning and budget management.

Preferred Qualifications:*   PHD or Masters Degree

Associate Vice President	PageUp #:PD-572

coordinating and supervising the information technology support functions of the university. As such, the CIO fills a three-part role: (1) coordinate university-wide information technology issues, plans, policies, and projects; (2) oversee the operations of the Information Technology Services (ITS) department; and (3) represent the University externally on matters pertaining to information technology

Marginal Functions:*

Serve on University committees and task forces as requested to advance the mission of the University. Perform special projects at the request of the President or Executive Vice President

Daily Hours (from-to):*

08/05/2015

Total Hours per Week:*

40 hours- may vary

Explain variations in the workweek:

Typically requires extra work in- and outside office; normal work week is 50-65 hours.

Describe the types of decisions that are made in the position:*

Create and implement strategic plans. Formulate policies, processes, and operating procedures. Interpret policies, statutes, and laws. Form project plans and budgets. Hiring, promotion, and dismissal of employees. Approve technologies and technical designs. Advise senior administration on large-scale and long-term strategies. Prioritize work and major projects for department. Represent UWF on external boards. Resolution of complaints and issues from clients including faculty, staff, and students. Decide how to best represent UWF to external bodies in the area of IT.

Describe the types of problems analyzed and /or solved in the position:*

Client needs; long-term strategies; anticipated developments in higher education and information technology; resource planning and prioritization; business process and workflow improvement; crisis management and resolution; technical and system failures; interpretation of federal and state laws and university policies; managerial and personnel problems; information security threats; inadequate communications;

Consequence of Error:

Describe the type of communication with internal and external sources:*

Daily contact with student, faculty, and staff clients using UWF's information technology facilities and services in order to assess and respond to needs, resolve problems, and satisfy complaints. Daily contact with department heads and staff of other UWF departments needing ITS services. Weekly contact with senior administration. Frequent communications to entire University during IT incidents and crises.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

Handle a variety of project and technical plans; employee information; and budget information. As university information security manager, responsible for the overall security of the IT infrastructure and major information system housing private and sensitive information. Have frequent access to private information such as SSNs, IDs, usernames, and passwords.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

Typical annual fiscal responsibility is in the range of $5 - $6 million dollars. In addition to responsibility for the ITS divisional budget, I also manage budgets related to the UWF IT Strategic Plan, and major university-wide IT projects such as the Banner project. Consequences of error can include major project failure and serious disruption to University operations.

List the hardware and software applications that are required for this position:*

Computer ? 95% Printers/plotters/scanners/Faxes/label machines/copiers ? 5% Microsoft Office/Microsoft Project/Microsoft Visio/Adobe Acrobat/Adobe Photoshop/ various others... All at advanced level.

Does this position supervise line faculty or workforce employees?:*

⦿ Yes   ◯ No

List the classification title and position number of the employee(s) supervised:

Barbara Daley Geissler Golding Melanie Haveard Sandra Thompson

Does this position supervise OPS and/or Student Employees?:*

⦿ Yes   ◯ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Associate Vice President	PageUp #:PD-572

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set or revised on short notice. Frequent shifts in priority. Numerous interruptions requiring immediate attention. Unusual pressure on a daily basis due to accountability for success of major projects.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Never
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Associate Vice President	PageUp #:PD-572

40	Provide executive direction and leadership to the Information Technology Services (ITS) department.	Essential
10	Represent the University externally in matters pertaining to information technology.	Essential
10	Coordinate information technology concerns for the University.	Essential
20	Ensure the viability and security of UWF's information technology infrastructure and university-wide information systems	Essential
5	Oversee the successful completion of major university-wide information technology projects.	Essential
15	Facilitate clear progress toward meeting the goals of the University of West Florida Information Technology Strategic Plan.	Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Lead Help Desk Analyst 122320

<div align="right">PageUp #:PD-1210</div>

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122320

<u>Position: Lead Help Desk Analyst</u>
Position no: 122320
Division: The Complete Florida Plus Program
Department: FALSC Services
Employee Name: Robert Dixon
Supervisor: Mike Neff

Position #:

Position Title:*   Lead Help Desk Analyst 122320

Working Title: Lead Help Desk Analyst

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Lead Help Desk Analyst

<u>Classification: Lead Help Desk Analyst</u>

Classification Code: 9512

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Must possess and maintain knowledge in the areas of (1) mentoring others; (2) support center and customer service best practices; (3) experience analyzing, troubleshooting, and providing solutions to supported applications and technical issues.

Preferred Qualifications:*
• Bachelor's degree and two years of experience in libraries help desk, or IT.
• Master's degree in one of the following areas may be substituted for the required professional academic experience: Information Studies, Library Studies, Education, Distance Education, and Educational Counseling.
• Two (2) years of professional experience in an academic environment.

Lead Help Desk Analyst 122320   PageUp #:PD-1210

Florida Virtual Campus and is located in the Tallahassee Office. The incumbent is responsible for (1) serving as backup manager in the absence of the Help Desk Manager; (2) answering questions, troubleshooting, analyzing, diagnosing, and resolving issues related to the integrated library system, distance learning and student services applications, and internal support issues; (3) entering and updating cases in the case management system (CRM); (4) assisting with training and mentoring Help Desk staff; and (5) serving as second line support for all areas of Help Desk case work.

Marginal Functions:*   NA

Daily Hours (from-to):*   Monday through Friday, 8:00 a.m. to 5:00 p.m.

Total Hours per Week:*   40

Explain variations in the workweek: May require some shift rotations to accommodate the "open" hours of the Help Desk. Help Desk open hours are 8 AM – 8 PM M-F, 9 AM – 6 PM Sat, Closed Sun.

Describe the types of decisions that are made in the position:*   This position makes decisions about the appropriate solution for customer issues, when to send a case to the second or third level, when to implement emergency downtime procedures, and to determine the priority and criticality of issues or problems.

Describe the types of problems analyzed and /or solved in the position:*   This position analyzes customer issues and answers customers' questions regarding all of the products and services that FLVC supports. Issues range from technical to product functionality to guidance on using our tools and features.

Consequence of Error:

Describe the type of communication with internal and external sources:*   This position responds to questions and issues from students, faculty and staff from all public colleges and universities in the state as well as the general public, high school students, advisors and the Florida Department of Education staff, in order to answer questions with accuracy and timeliness.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*   This position has access to confidential information protected by Florida and federal law including personally identifiable information for users and library circulation records.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:   NA

List the hardware and software applications that are required for this position:*   Office and call center standard hardware, including personal computers, telephone and telephony peripherals, printers and copiers Office and call center standard software, including Microsoft Office, email, case management software (CRM). Additional applications: integrated library software, FLVC-developed applications for libraries, student services, and distance learning.

Does this position supervise line faculty or workforce employees?:*   ○ Yes   ● No

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:*   ○ Yes   ● No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

Lead Help Desk Analyst 122320

PageUp #:PD-1210

	comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Never
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Daily
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Lead Help Desk Analyst 122320

PageUp #:PD-1210

25		Essential
	Enter and update customer questions and issues in FLVC's cloud-based case management system (CRM). Ensure that cases are responded to according to the Organizational Level Agreement with outstanding customer service. Expected to provide answers to common questions, perform routine procedures to resolve a high percentage of inquiries, and route more complex issues to a higher level of support.	
25		Essential
	Take follow-up actions as needed to deliver appropriate and timely assistance to customers, including research into technical documentation, simulation of software or equipment problems within FLVC's model site environment, or consultation with other FLVC staff. Report trends, concerns, root causes, and ongoing problem areas to the Help Desk Manager and notify appropriate FLVC staff.	
20		Essential
	May serve as second level support for other Help Desk staff. Participates as team member for projects/business processes, developing expertise to provide second-level support.	
15		Essential
	Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	
5		Essential
	Participates in training for all FLVC products and services. Learns to support all new products and services. Reviews documentation to ensure that it is useful and understandable for FLVC customers as requested by workgroups and teams.	
5		Essential
	Receives, reviews, implements, and tracks integrated library system information regarding user accounts and system parameters.	
5		Essential
	Acts as help desk manager in absence of Help Desk Manager and Director of Library Support and Training.	

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Statewide Program Assistant Director (FLVC) 122810	PageUp #:PD-1263

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122810

Position: Statewide Prgrm Asst. Dir-FLVC
 Position no: 122810
 Division: The Complete Florida Plus Program
 Department: FLVC DOIT Operations
 Employee Name: Sheeba Duty
 Supervisor: Ricardo Chu

Position #:

Position Title:* Statewide Program Assistant Director (FLVC) 122810

Working Title: Assistant Director Application Development

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location:

Classification:* Statewide Program Assistant Director (FLVC)

Classification: Statewide Program Assistant Director (FLVC)

Classification Code: 9528

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications: Highly polished managerial, technical and interpersonal skills. Core management skills such as communication, coordination, diplomacy, collaboration. Project management and leadership skills to lead technical projects and staff. Requires excellent analytical organizational, time management, and prioritization skills. Ability to analyze, comprehend, evaluate, interpret, advise, organize, and plan. In-depth expertise in administrative systems. Understand administrative business processes in areas of primary support. application development life-cycle and best practices.

Statewide Program Assistant Director (FLVC) 122810	PageUp #:PD-1263

Job Summary:* Assist in Leading the Enterprise Applications workgroup in their effort to develop and support administrative information systems that FLVC uses to support the operation of the business. Work with administrative system clients at all levels to understand their system needs and advise them on how best to use administrative systems to support their operations.

Marginal Functions:* NA

Daily Hours (from-to):* Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:* 40

Explain variations in the workweek: Some evening and weekend work may be required. Provides on call support.

Describe the types of decisions that are made in the position:* Formulate and implement policies within the EA workgroup. Design and document processes that may affect the EA workgroup, ITS, and/or administrative system users. Strategic objectives and goals that support FLVC and DoIT goals. Best solutions to information technology needs. Prioritization of work within the EA workgroup. Product choices to support administrative computing services.

Describe the types of problems analyzed and /or solved in the position:* Analyze users' system needs and propose solutions. Analyze how to improve business processes with the user of technology. Resource planning and prioritization. Solving problems that arise within DoIT projects. Responding to IT crisis. Analyze current trends in IT that affect the direction and scope of information resources management and advise higher management.

Consequence of Error:

Describe the type of communication with internal and external sources:* Frequent internal contacts within FLVC and within the university, cutting across organizational lines and levels. Deal directly with clients of EA to determine needs, priorities, and resolving client issues and concerns.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* Responsible for the FLVC's administrative systems, which include security authorization and access control to institutional databases and information systems; the responsibility for confidential and secure data and mission-critical information systems is extremely high. Access to confidential or sensitive information is primarily to support system users and troubleshoot system problems.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: Provides support for managing various components of the DoIT budget and for special project budgets.

List the hardware and software applications that are required for this position:* Computer workstation. Programming languages, tools, and systems used by FLVC. Collaboration, project management, testing, software deployment, and other software platforms used by FLVC. Database management platforms such as Oracle and Microsoft SQLServer.

Does this position supervise line faculty or workforce employees?:* ◉ Yes　○ No

List the classification title and position number of the employee(s) supervised:
122620 - Software Applications Engineer
122630 - Software Applications Engineer
122720 - Software Applications Engineer
122750- Software Applications Engineer (vacant)
122780 - Software Applications Engineer
122820 - Software Applications Engineer
122880 - Software Applications Engineer (vacant)
123450 - Software Applications Engineer

Does this position supervise OPS and/or Student Employees?:* ○ Yes　◉ No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Statewide Program Assistant Director (FLVC) 122810

☐ This position requires fingerprinting

☐ This position requires a valid driver's license

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Statewide Program Assistant Director (FLVC) 122810

30 | Essential

Leads substantial DoIT projects that could comprise of DoIT teams and cross-functional teams, ensuring that all phases of a project are completed, from inception to conclusion, utilizing DoIT project management methodologies and ensuring they are followed in order to effectively lead the project as well as communicate its progress with all stakeholders.

30 | Essential

Assist in Leading the Enterprise Applications (EA) workgroup of DoIT, and supervises a professional staff of project leaders, programmers, web designers, information systems analysts and support specialists that support administrative applications. Responsible for training and professional development of EA staff, for fostering effective communications within EA, DoIT, and with clients, for ensuring the provision of innovative and reliable high-quality services and exemplary support of administrative software applications and for participating in the development and implementation of strategic plans for the DoIT division.

30 | Essential

Leads the development of comprehensive administrative information technology strategies and oversees the activities of the EA workgroup in conducting strategic projects and providing technology support services. Works closely with the EA Director, fellow DoIT Directors, and functional and administrative leaders to plan, design, acquire or construct and deploy institution-wide administrative information systems. Delivers administrative information systems and services with a full appreciation of customer needs, which requires significant knowledge of higher education business processes and core operational functions. This position has significant responsibilities related to the ongoing support and operation of FLVC, DLSS, CF and FALSC related systems, particularly in the areas of developing internal automation to extend application functions; coordinating the automation of business processes that cause applications to interact with other internal and external information systems; managing enhancement and upgrade projects.

10 | Essential

Provides recommendations and consultation and collaborates with individuals and departments from all sectors of FLVC on a wide range of technology and information management issues. Provides advice and direction that may redesign business processes in order to resolve operational problems, improve customer services, or development new cross-functional strategic information systems.

APPROVALS

Initiator:*　　　　　　　　　　Jamie Sprague

Approval process:*　　　　　　　　Position Description Migration

1. PD Migration Approved:　　　　Jamie Sprague　✔ Approved Dec 10, 2019

HR Representative:*　　　　　　　Jamie Sprague

Statewide Programs Assistant Director 123100

PageUp #:PD-36

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123100

<u>Position: Statewide Prgrm Asst. Dir-FLVC</u>
Position no: 123100
Division: The Complete Florida Plus Program
Department: FALSC ILS
Employee Name: Wendy Ellis
Supervisor: Ellen Bishop

Position #:   123100

Position Title:*   Statewide Programs Assistant Director 123100

Working Title: Assistant Director for Integrated Library Systems

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Statewide Program Assistant Director (FLVC)

<u>Classification: Statewide Program Assistant Director (FLVC)</u>

Classification Code: 9528

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.

Statewide Programs Assistant Director 123100	PageUp #:PD-36

and the ability to adapt and work creatively in a complex, rapidly changing support environment.
• Prior work experience in an academic library or with an academic library consortium or service organization highly preferred.
• Experience in management, maintenance or support of integrated library systems highly preferred.
• Understanding of technological trends and developments relevant to academic libraries and information delivery.
• Experience dealing with enterprise-wide and sensitive policy level issues.
• Demonstrated ability to formulate and implement policy, strategic plans, goals and objectives regarding the development and delivery of user-oriented library programs and services at a statewide level.
•Ability to provide organization wide leadership in the achievement of mission, vision, goals, and values
•Strong commitment to excellence in all aspects of service delivery. Advanced analytical and problem-solving skills to assess and respond creatively to broad administrative-level issues.
•Awareness of trends, issues, and accepted practices in areas of responsibility.
•In depth knowledge of the requirements of a technology-based library products and services organization.
• Commitment to a full range of effective organizational communications, with ability to deliver audience-appropriate information in both structured and unstructured settings.
• Ability to develop and foster effective collaboration at all levels of the organization.
• Ability to foster a success-oriented culture organization wide.
• Ability to foster the acceptance and negotiation of accountability and responsibility organization wide.

JOB DUTIES

Job Summary:*

This position reports directly to the Director of Integrated Library Services Gainesville Office for (FALSC) Florida Academic Library Services Cooperative. This position leads the Integrated Library Services workgroup and is located in the Gainesville office.
This position is responsible for directing, planning, managing and evaluating the support of the functional modules of the integrated library system for the libraries of the public college and university systems of Florida: oversees coordination of state-wide projects related to the development, implementation and optimization of FALSC-supported services for constituent libraries; communicates with librarians on FALSC committees to develop and deliver user-oriented library programs and services at a statewide level.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Director.

Total Hours per Week:*

40

Explain variations in the workweek:

This position is part of the FLVC On Call group, specifically on-call for the ILS (Integrated Library System).

Some evening and weekend work may be required. to maintain service production schedule or to participate in scheduled system maintenance, or as required for travel.

Describe the types of decisions that are made in the position:*

Makes decisions regarding sensitive matters involving our customers. Leads and directs the work of project teams in an agile work environment. Collaborates on developing and implementing strategies for achieving organizational and departmental goals and initiatives.

Describe the types of problems analyzed and /or solved in the position:*

This position is responsible overseeing the development and implementation of policies for incumbent libraries; communicates freely with library affiliates and liaisons about the development of these services and projects, synthesizes feedback from affiliates and liaisons with original ideas for development, and presents these ideas to the supervisor and team for discussion.

Consequence of Error:

Describe the type of communication with internal and external sources:*

This position communicates effectively with people within the organization on a daily basis. This includes staff at all levels in the State University and Florida College System Libraries, ILS (Integrated Library Systems) staff, and IT specialists. Communicate problems, technologies, and policies with a wide and/or diverse audience internally.

This position communicates effectively with people outside the organization on a daily basis. This includes software vendors, vendors or distributors of physical and digital content, and IT specialists. Communicate problems, technologies and policies with a wide and/or diverse audience externally. The incumbent may represent FLVC at meetings and professional events as required.

Statewide Programs Assistant Director 123100	PageUp #:PD-36

associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:
NA

List the hardware and software applications that are required for this position:*
Working knowledge of Linux/Unix, SQL, XML, XSLT, HTML, Adobe Photoshop, Excel, and PowerPoint, CSS, MediaWiki, Microsoft Office, MARC21 standard.

Does this position supervise line faculty or workforce employees?:*
◉ Yes ○ No

List the classification title and position number of the employee(s) supervised:
123080- Library Services Analyst
123030- Library Services Analyst
123130- Library Services Analyst
123090- Library Services Analyst
122710- Library Services Analyst
123040- Library Services Analyst
123530- Library Services Analyst
122440- Data Management Engineer
122990- Data Management Engineer
122840- Lead Data Management Engineer
123110- Lead Data Management Engineer

Does this position supervise OPS and/or Student Employees?:*
○ Yes ◉ No

Total Number of OPS and/or Student Employees supervised:
0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*
No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:*
Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:*
Daily

Walking:*
Daily

Sitting:*
Daily

Reaching with hands and arms:*
Daily

Climbing or Balancing:*
Occasionally

Stooping, Kneeling, Crouching , or Crawling:*
Occasionally

Use of hands to handle objects:*
Daily

Lifting up to 10lbs.:*
Daily

Lifting up to 25lbs.:*
Occasionally

Lifting over 25lbs.:*
Occasionally

Talking - express or exchange of ideas verbally:*
Daily

Statewide Programs Assistant Director 123100	PageUp #:PD-36

ESSENTIAL FUNCTIONS OF THE JOB

JOB DUTIES

% of time	Description of Duty	Essential
50	Provides leadership and direct oversight of assigned staff in the Integrated Library Systems and the additional staff in the Data Quality workgroup; plans and approves workload, follows-up with each employee to ensure they have the tools and skills to complete work assignments on time; prepares and carries through to completion the performance evaluation and improvement process; participates in the hiring process; and manages overall performance of assigned staff. By leading and managing the Data Quality workgroup, additional skills and knowledge are needed in the area of keeping data (bibliographic, patron, and statistical) accurate and up to date; coordinating problem-resolution activities for FALSC-related databases; overseeing maintenance of FALSC-related applications databases to ensure high quality; providing services for external customers to support their data and report needs. In-depth knowledge of MARC records is required to support and maintain the bibliographic database in the Integrated Library System.	Essential
35	Provides high-level oversight of the Integrated Library System (ILS) provided by FALSC to the libraries of the State University and Florida College Systems, ensuring the system meets their needs. Resolves problems identified via problem tracking software, email and telephone in the all functional areas, with concentration in Circulation, Resource Sharing, Course Reserves, Discovery Interface, Data Quality and statistical reports.	Essential
10	Performs work in support of business processes and projects, as assigned. Maintains current awareness of research, trends and developments in areas of responsibility, including library software products and library technology trends. Performs time-sensitive tasks and meets established deadlines; maintains effective communication with FLVC staff and the library stakeholders.	Essential
5	Perform other duties as assigned.	Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Director (122520)   PageUp #:PD-1232

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number:	122520

Position: Director

Position no: 122520
Division: The Complete Florida Plus Program
Department: FALSC Eresources
Employee Name: Rachel Erb
Supervisor: Elijah Scott

Position #:	
Position Title:*	Director (122520)
Working Title:	Director of E-Resources

POSITION DETAILS

Division:*	The Complete Florida Plus Program
Department:*	FALSC Operations
Work site / location:	
Classification:*	Director

Classification: Director

Classification Code: 9499

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and six years of appropriate experience; or a bachelors degree in an appropriate area of specialization and eight years of appropriate experience.

Director (122520)	PageUp #:PD-1232

• Working knowledge of reference and public services operations
• Understanding of legal and financial issues involved in e-resource licensing;
• Understanding of standard business practices and good mathematical skills;
• Ability to function in a collaborative, service-oriented environment and flexibility in adapting to change;
• Working knowledge of spreadsheet and other software to support the management of usage and financial data.

Preferred Qualifications:*
• Master's degree in library and/or information science or equivalent degree from an ALA-accredited program strongly preferred.
• Six years of professional experience in an academic research library or an academic library consortium and including at least 2 years of experience in e-resource licensing and management strongly preferred.
• Supervisory experience preferred.

JOB DUTIES

Job Summary:* This position reports directly to the Executive Director of FALSC. This position leads the E-Resources. This position is responsible for overseeing all aspects of E-Resources licensing by FLVC on behalf of the Florida State University System (SUS) and the Florida College System (FCS). Negotiate in the STEM (Science, Technical, Engineering and Medical) e-journal packages and other databases funded by the Florida SUS and, in select cases, institutions within the Independent Colleges and Universities of Florida (ICUF) and Florida College System (FCS). This position is also responsible for various FLVC license negotiations.

Marginal Functions:* NA

Daily Hours (from-to):* Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Executive Director.

Total Hours per Week:* 40

Explain variations in the workweek: Some evening and weekend work may be required.

Describe the types of decisions that are made in the position:* Through a process of information gathering, data analysis, and market research, develops strategies for the negotiation of multi-million dollar packages of online research content.

Describe the types of problems analyzed and /or solved in the position:* This position interprets and applies state and local purchasing policies. The position works with the Office of General Counsel to establish the legal framework for licensing activities at FALSC, such as developing and updating the Guidelines for the Licensing of E-resources and Memorandum of Understanding for use with libraries outside the SUS and FCS. In general, this position is responsible for the development and implementation of policies related to their primary services and products, and the communication of those policies to library affiliates and liaisons.

This position also develops, implements, and oversees the FLA-PASS program (Florida Library Access – Pass for Accelerated Secondary Students), a program established by Florida Chapter Law 2010-154 (http://laws.flrules.org/2010/154). Leads other program and development initiatives as necessary.

Consequence of Error:

Describe the type of communication with internal and external sources:* This position has regular contact with UWF's Office of Purchasing, and Office of General Counsel.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* This position regularly deals with extremely confidential pricing and contractual data.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: This position is responsible for overseeing the FALSC $6.9M budget for e-resources licensed to support the teaching, learning, and research needs of the SUS and FCS. The position is responsible for negotiating pricing with vendors to ensure that centrally purchasing of licensed content maximizes the savings to the state.

The position ensures that annual renewals are done accurately and in a timely manner. The position also is responsible for negotiating the STEM and other e-journal packages that the SUS individually pay for. In addition to negotiating the e-journal contracts for the SUS as detailed above, this position also negotiates for an expanded group of institutions that currently includes nine of the Independent Colleges and Libraries of Florida (ICUF) and two of the Florida College System (FCS). This position handles the revenue generated by this activity.

List the hardware and software applications that are required for this position:*
•Hardware would be all the usual office computing equipment
•Software to include Excel, Outlook, Sharepoint, Word, etc.

Director (122520)   PageUp #:PD-1232

Does this position supervise OPS and/or Student Employees?:*   ○ Yes   ● No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*   No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:*   Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:*   Daily

Walking:*   Daily

Sitting:*   Daily

Reaching with hands and arms:*   Daily

Climbing or Balancing:*   Occasionally

Stooping, Kneeling, Crouching , or Crawling:*   Occasionally

Use of hands to handle objects:*   Daily

Lifting up to 10lbs.:*   Daily

Lifting up to 25lbs.:*   Occasionally

Lifting over 25lbs.:*   Occasionally

Talking - express or exchange of ideas verbally:*   Daily

Hearing - perceive sound by ear:*   Daily

Vision - ability to distinguish similar colors, depth perception, close vision:*   Daily

ESSENTIAL FUNCTIONS OF THE JOB

Director (122520)

PageUp #:PD-1232

40		Essential
	Plans, develops and directs the work related to E-Resources in utilizing objectives set by the Executive Director of FALSC. Plans and approves workload of assigned staff; prepares and carries through to completion the performance evaluation and improvement process for assigned staff; participates in the hiring process for positions within the workgroup; and manages overall performance of assigned staff. Performs E-resource licensing and negotiation for centrally funded content by providing leadership in the management, evaluation, and licensing of state-funded databases subscribed to by FALSC; managing an e-resources budget on behalf of the SUS and FCS.; working with the University of West Florida's Offices of General Counsel and Procurement to ensure state-wide adherence to Florida State law and best practices in content acquisition; implementing and managing the legislatively mandated FLA-PASS (Florida Library Access – Pass for Accelerated Secondary Students) Program, which provides access to FALSC funded e-resources to public high school students in accelerated programs. Coordinates FLA-PASS communication with the State Department of Education.	

40		Essential
	Performs E-Resource licensing and negotiation for content funded by Individual Libraries by negotiating contracts for e-journal packages and other databases shared by the libraries of the institutions of the Florida State University System and other participating college and university libraries. Oversees additional Group Licensing activities for the FCS and SUS. Manages the cost-recovery of contract negotiation and administration fees paid by ICUF institutions. Maintains an information resource center of FLVC negotiated contracts and licensing information on the FLVC secure web-site for SUS and participating ICUF and FCS libraries. Leads and coordinates expanded collaborative licensing activities with the Florida College System (FCS) and the Independent Colleges and Universities of Florida (ICUF).Attends the annual ICUF and FCS Collection Development Meetings.	

15		Essential
	Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FALSC staff; maintains effective working relationships to ensure the success of the business processes and projects.	

5		Essential
	Performs other duties as required.	

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

| Director (122610) | PageUp #:PD-1241 |

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122610

Position: Director
 Position no: 122610
 Division: The Complete Florida Plus Program
 Department: FALSC Services
 Employee Name: Brian Erb
 Supervisor: Elijah Scott

Position #:

Position Title:* Director (122610)

Working Title: Director of Library Support and Training

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FALSC Operations

Work site / location:

Classification:* Director

Classification: Director

Classification Code: 9499

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and six years of appropriate experience; or a bachelors degree in an appropriate area of specialization and eight years of appropriate experience.

Director (122610)	PageUp #:PD-1241

• Ability to provide mentoring and coaching for career development at all levels of the organization.
• Ability to foster the acceptance and negotiation of accountability and responsibility organization-wide.
• Excellent interpersonal skills; excellent written and verbal communication skills.
• Demonstrated ability to formulate and implement policy, strategic plans, goals and objectives regarding the development and delivery of user-oriented library programs and services at a statewide level.
•Ability to provide organization wide leadership in the achievement of mission, vision, goals, and values
•Strong commitment to excellence in all aspects of service delivery. Advanced analytical and problem-solving skills to assess and respond creatively to broad administrative-level issues.
• Commitment to a full range of effective organizational communications, with ability to deliver audience-appropriate information in both structured and unstructured settings.

Preferred Qualifications:*

Master's degree in library and information science or equivalent degree from an ALA-accredited program strongly preferred.

• Prior work experience in an academic library or with an academic library consortium or service organization.
• Experience with integrated library systems preferred.
• Understanding of technology trends and developments relevant to academic libraries preferred.

JOB DUTIES

Job Summary:*

This position reports directly to the Director for Library Services of the Florida Virtual Campus (FLVC). This position directs the activities of the Help Desk and Library Relations workgroups and the communications of the Florida Academic Library Cooperative (FALSC) is located in the Tallahassee office. The Director is a member of the FALSC Leadership Team, helping to set strategy, direction and policy for the organization.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required.

Describe the types of decisions that are made in the position:*

This position makes decisions regarding support and relationships with the forty academic institutions served by FLVC. Also, administrative and personnel decisions regarding hiring, terminations, budgeting, policies and programs.
Leads and directs the work of project teams in an agile work environment. Develops strategies, designs policies and utilizes resources to achieve objectives. Exercises creativity in designing new functions and features to existing services to insure that needs of users are met. Encourages library staff to implement responsible libraries' best practices. Collaborates on developing and implementing strategies for achieving organizational and division goals and initiatives.

Describe the types of problems analyzed and /or solved in the position:*

The Director is responsible for the development and implementation of policies related to their primary services and projects. The Director has the authority to communicate freely with library staff and liaisons about the development of these services and projects, can synthesize feedback from library staff and liaisons with original ideas for development, and is able to present these ideas to the Executive Director and teams for discussion. The Director is responsible for the execution and communication of policies related to their primary services, and has the authority to interpret as needed for the effective implementation of those policies. The Director can also develop and implement recommendations for other areas of expertise as needed. This position resolves complex customer issues and staffing issues for the statewide help desk and issues regarding customer relations. Also analyzes cases to identify root cause issues and develops process improvements.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC and UWF staff. This Director must communicate effectively with people within the organization on a daily basis. This communication includes staff at all levels in the State University and Florida College System Libraries, FALSC staff, and IT specialists. Communicates problems, technologies, and policies with a wide and/or diverse audience internally.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

May be responsible for proper handling of confidential and sensitive information, such as library patron data, vendor data and negotiated contracts.

Director (122610)

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List the hardware and software applications that are required for this position:*	Standard office productivity, collaboration, and workspace software tools including Microsoft Dynamics CRM, PA7, Collaborate, and Scopia. Standard computer workstation.
Does this position supervise line faculty or workforce employees?:*	● Yes ○ No
List the classification title and position number of the employee(s) supervised:	123180- Assistant Director for Library Relations 122420- Help Desk Manager 123460- FALSC Communications Coord.-Vacant
Does this position supervise OPS and/or Student Employees?:*	● Yes ○ No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

| Director (122610) | PageUp #:PD-1241 |

35
Essential

Plans, develops and directs the work of the Service Desk staff in utilizing objectives set by the Director for Library Services. Plans and approves workload; prepares and carries through to completion the performance evaluation and improvement process; participates in the hiring process; and manages overall performance of assigned staff. Provides oversight to the user support area for FLVC's products and services to Florida's college and university libraries. Identify user problem areas regarding FLVC services and products and seek appropriate solutions.

25
Essential

Develops customer relations by ensuring high levels of member involvement through formal and informal gatherings, webcasts, digital communications, and other events. Facilitates and enhances ongoing relationships with college and university libraries. Represents FALSC to external users. Develops new programs and services that enable college and university libraries to use FALSC's services and products effectively. Identifies and defines strategic services issues and trends for FALSC action.

20
Essential

Facilitates a high level of customer engagement and involvement. Supervises the work of the Statewide Communications Coordinator to ensure that customers have timely, accurate and useful information regarding the Florida Academic Library Cooperative and its products and services in a range of formats, including print, electronic and social media. Works with marketing to develop resources for the marketing of FALSC products and services. Ensures that communication channels are open for dialog and problem solving in a collegial manner.

15
Essential

Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. Assists with the planning and implementation of the new Integrated Library System.

5
Essential

Performs other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Project Coordinator (123460)	PageUp #:PD-68

Department: 6063-FLVC Administration

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123460

> Position: Project Coordinator-FLVC
> Position no: 123460
> Division: The Complete Florida Plus Program
> Department: FLVC Process Improvement
> Employee Name: Elizabeth Farsolas
> Supervisor: Kathy Parker

Position #:

Position Title:* Project Coordinator (123460)

Working Title: Project Coordinator

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC Administration

Work site / location:

Classification:* Project Coordinator (FLVC)

> Classification: Project Coordinator (FLVC)
>
> Classification Code: 9527
>
> Pay Band: Professional
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 30 Other Professionals
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Project Coordinator (123460)	PageUp #:PD-68

• Awareness of industry standards, technological trends, issues and best practices in areas of responsibility.
• Ability to maintain long-term strategic focus while engaged in day-to-day tasks
• Ability to re-conceptualize current practices in light of new/emerging technologies and methods; frame issues and formulate plans.
• Ability to set a tone of cooperation, efficiency, and commitment within all areas of responsibility.
• Ability to perform time-sensitive and complex tasks within a dynamic team environment, with a sense of urgency to meet deadlines and achieve goals.

Preferred Qualifications:*
• Two years of project management experience strongly preferred.
• Experience developing project plans and reporting progress on projects is strongly preferred.

JOB DUTIES

Job Summary:*
This role involves the work of assuring the successful execution and completion of large-scale projects using project management standards, processes, and tools. The Project Coordinator assists project leads and project teams in clearly defining project goals, deliverables, risks, and critical success factors; understanding and using project portfolio management and project management tools and systems; in executing project coordination processes in the context of those systems; and in tracking work breakdown structures, team member assignments, and the status of individual tasks. The Project Coordinator conducts outreach and training as needed to improve project management practices in the organization.

Marginal Functions:*
NA

Daily Hours (from-to):*
Monday through Friday, 8:00 a.m. to 5:00 p.m. unless authorized by supervisor.

Total Hours per Week:*
40

Explain variations in the workweek:
Some evening and weekend work may be required.

Describe the types of decisions that are made in the position:*
The incumbent will make decisions that determine the skills needed by project leads and teams to improve performance. Decisions such as selecting training, tools, and coaching methods will be made. The incumbent will be required to decide how best to maximize the organization's resource capacity and to decide if any gaps exist.

Describe the types of problems analyzed and /or solved in the position:*
The incumbent will analyze and solve problems related to maximizing resource utilization; ensuring the organization's project management system is operating at maximum efficiency; evaluating conditions and resolving impediments to maintaining project schedules; and resolving organizational deficiencies in following appropriate project management best practices.

Consequence of Error:

Describe the type of communication with internal and external sources:*
The incumbent will communicate internally with FLVC staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*
Projects and staffing may be of a sensitive/confidential nature. The incumbent will need to be aware of the rules/regulations associated with this type of work and act accordingly.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:
NA

List the hardware and software applications that are required for this position:*
MS Office
The incumbent will be expected to learn to use Planview Enterprise and Projectplace project management software.

Does this position supervise line faculty or workforce employees?:*
○ Yes ◉ No

List the classification title and position number of the employee(s) supervised:
NA

Does this position supervise OPS and/or Student Employees?:*
○ Yes ◉ No

Total Number of OPS and/or Student Employees supervised:
0

Project Coordinator (123460)

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preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* — No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:* — Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:* — Daily

Walking:* — Daily

Sitting:* — Daily

Reaching with hands and arms:* — Daily

Climbing or Balancing:* — Occasionally

Stooping, Kneeling, Crouching , or Crawling:* — Occasionally

Use of hands to handle objects:* — Daily

Lifting up to 10lbs.:* — Daily

Lifting up to 25lbs.:* — Occasionally

Lifting over 25lbs.:* — Occasionally

Talking - express or exchange of ideas verbally:* — Daily

Hearing - perceive sound by ear:* — Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* — Daily

ESSENTIAL FUNCTIONS OF THE JOB

Project Coordinator (123460)   PageUp #:PD-68

| 20 | Assists project leads and project teams in executing project coordination processes in the context of project portfolio management and project management tools and systems | Essential |

| 20 | Conducts outreach and training as needed to improve project management practices in the organization. | Essential |

| 15 | Assure the successful execution and completion of large-scale projects using project management standards, processes, and tools. | Essential |

| 15 | Assists project leads and project teams in clearly defining project goals, deliverables, risks, and critical success factors. | Essential |

| 15 | Guides project leads and project teams to effectively use project portfolio management and project management tools and systems; | Essential |

| 10 | Assists project leads and project teams in the tracking of work breakdown structures, team member assignments, and the status of individual tasks. | Essential |

| 5 | Perform other duties as assigned. | Essential |

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

| 1. PD Migration Approved: | Jamie Sprague ✔ Approved Dec 10, 2019 |

HR Representative:*   Jamie Sprague

Statewide Program Assistant Director (FLVC) 122510	PageUp #:PD-1231

Department: 6063-FLVC Administration

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122510

Position: Statewide Prgrm Asst. Dir-FLVC
Position no: 122510
Division: The Complete Florida Plus Program
Department: FLVC Administration
Employee Name: James Felder
Supervisor: Kari Nowak

Position #:

Position Title:* Statewide Program Assistant Director (FLVC) 122510

Working Title: Assistant Director of Contract Administration

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC Administration

Work site / location:

Classification:* Statewide Program Assistant Director (FLVC)

Classification: Statewide Program Assistant Director (FLVC)

Classification Code: 9528

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications: -Bachelor's degree from an accredited institution
-Masters or Juris Doctor degree; provided that relevant and responsible contracting experience in a complex and diverse organization may be substituted;
-Ability to understand procurement laws and regulations and relate that knowledge to contract work

Preferred Qualifications:* -Juris Doctor degree preferred
-Experience applying laws, rules and regulations pertaining to contracting, leasing and contract-related purchasing is desirable

Statewide Program Assistant Director (FLVC) 122510

of Procurement and Contracts and Office of General Counsel in carrying out assigned duties and performs professional level duties related to the preparation of complex contract "packages" that will assist FLVC in achieving accelerated turn-around times. These duties include responsibilities associated with the negotiation, drafting, reviewing, and processing of contracts for the acquisition of goods and services and for other purposes as needed by FLVC, subject to final approval of the Office of General Counsel. The incumbent must be familiar with University regulations, policies, practices, administrative rules, and Florida law pertaining to public procurement to produce contractual relationships that are in the best interest of the University and reflect established standards of legally-compliant business practices for a wide-range of commodities and services, while utilizing procurement and contract systems established by the University.

Marginal Functions:* N/A

Daily Hours (from-to):* Monday through Friday, 8:00 a.m. to 5:00 p.m.

Total Hours per Week:* 40

Explain variations in the workweek: N/A

Describe the types of decisions that are made in the position:* Decisions related to appropriate terms and conditions of contracts, selection of contract types, and those related to the selection of appropriate methods for procuring various goods and services.

Describe the types of problems analyzed and /or solved in the position:* This position will be required to resolve deficiencies affecting the administration and approval of contracts, and workflow issues.

Consequence of Error:

Describe the type of communication with internal and external sources:* The incumbent will be an important spokesperson for implementing new contracts management system and in assisting FLVC staff in negotiating and managing contracts.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* Most information will be public record, but there may be some confidential or proprietary information.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: n/a

List the hardware and software applications that are required for this position:* MS excel, word, Adobe PDF, scanning software, Westlaw research software, and custom contracts management software.

Does this position supervise line faculty or workforce employees?:* ○ Yes ● No

List the classification title and position number of the employee(s) supervised:

Does this position supervise OPS and/or Student Employees?:* ○ Yes ● No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☑ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

| Statewide Program Assistant Director (FLVC) 122510 | PageUp #:PD-1231 |

success of major projects.

Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Daily
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Statewide Program Assistant Director (FLVC) 122510

50 | Essential

Prepares, reviews, negotiates and acts as liaison to the Office of the General Counsel in connection with legal review and approval of contracts and other legal instruments for FLVC. Works as liaison with the Office of General Counsel and the Procurement Office to:

-serves as the primary contract administrator for FLVC, responsible for assisting FLVC in the development, review, negotiation and execution of complex contracts for various goods and services, including professional service contracts, software license agreements, hotel agreements, and property leases;

-assists in drafting and updating contract terms and templates and related procurement contracting activities to properly document complex procurement projects and improve efficiencies within FLVC's contract processes;

-reviews requests for amendments or addendums and prepares documents to implement contract revisions;

-determines the best method for contracting for procured goods and services in accordance with University regulation and policy, including reviewing proposals with the Procurement Office to ensure that required competitive solicitation requirements are met;

-Works with FLVC units to document contract performance to ensure compliance with all agreed-upon contractual requirements and that applicable risk issues are addressed;

-assumes responsibility for tracking, compliance, and administration of FLVC contracts.

-Collaborates with and develops an effective working relationship with the University Office of General Counsel, Procurement & Contracts, Risk Management, and other functional groups to ensure contractual terms and conditions are acceptable and serve to mitigate potential contractual risks;

-maintains and manages FLVC contracts workflow in an organized and current manner, including assisting with implementation of contract administration systems and processes;

-develops and implements processes and procedures that support timely contracting services that achieve the best interests of FLVC.

-develops and monitors performance measures related to FLVC contracting services and for costs savings on a system level.

-serves as FLVC representative at system level meetings and task forces on procurement-based savings; and performs other assigned duties

20 | Essential

Managing and maintaining contract files and compliance documentation.

15 | Essential

Training FLVC staff on contracting processes and use of contract management system

15 | Essential

Assisting the Office of the General Counsel with requests for public records and production of records pursuant to subpoenas related to FLVC. Review and interpret university purchasing regulations and policies

APPROVALS

Initiator:* Jamie Sprague

Approval process:* Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* Jamie Sprague

Desktop Support Engineer (123190)

PageUp #:PD-46

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123190

Position: Desktop Support Engineer

Position no: 123190
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: Chase Fiorini
Supervisor: Ray Bogan

Position #: 123190

Position Title:* Desktop Support Engineer (123190)

Working Title: Desktop Support Engineer

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location: Tallahassee

Classification:* Desktop Support Engineer

Classification: Desktop Support Engineer

Classification Code: 9502

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.

Desktop Support Engineer (123190)	PageUp #:PD-46

editing files in their native environment; navigating file systems; installing software, resolving issues based on system configuration; user administration (setup and maintenance
• Solid understanding of an Active Directory infrastructure including DNS, DHCP, Group Policy, DFS file services and LDAP directory services including activities such as managing user accounts, creating group policies for managing servers and workstations, and provisioning file systems using DFS.
• Experience using computer imaging technology such as Windows Deployment Services and various PC software such as word processors, spreadsheets, database packages and desktop publishing software
• Experience using desktop security products such as Firewalls, Anti-virus and Spyware products
• Experience supporting VoIP/ video conferencing systems
• Solid understanding of networking concepts.

JOB DUTIES

Job Summary:* — This position reports directly to the Assistant Director, Network and Desktop Services of Infrastructure Services for the Florida Virtual Campus (FLVC). This position is a member of the Network and Desktop Services workgroup. This position installs, maintains and troubleshoots desktop and server operating systems, application software and hardware on personal computers and core infrastructure.

Marginal Functions:* — In support of FLVC internal and external facing products, the Desktop Engineer is expected to also be an effective team player, manage projects, attend meetings, serve on University Task Forces, interact with outside service providers and train and disseminate knowledge to non-technical users.

Daily Hours (from-to):* — 8:00 am - 5:00 pm, Monday - Friday

Total Hours per Week:* — 40

Explain variations in the workweek: — Some evening and weekend work may be required. Provides on-call support. This position may travel to support and assist FLVC staff.

Describe the types of decisions that are made in the position:* — Decisions that allow for the effective and efficient use of technology to FLVC faculty and staff. Security decisions as related to the prevention of server/system and workstation breaches. Recommending which software and hardware applications would best facilitate the strategic plans and goals of the university.

Describe the types of problems analyzed and /or solved in the position:* — Software related problems pertaining to Microsoft Windows and Server products as well as Microsoft applications products. Hardware related problems that arise with servers.

Consequence of Error:

Describe the type of communication with internal and external sources:* — This position will communicate internally with FLVC staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* — Access to great deal of sensitive and confidential information data stored in electronic databases and files. Access to central computing systems, serves, and workstations.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: — NA

List the hardware and software applications that are required for this position:* — Microsoft Windows 7, Microsoft Windows 10, MacIntosh OS, Microsoft Windows Server 2008 R2 and 2012. Red Hat Linux. VMWare and Hyper-V. Various other server management utilities and scripting languages.

Does this position supervise line faculty or workforce employees?:* — ○ Yes ● No

List the classification title and position number of the employee(s) supervised: — NA

Does this position supervise OPS and/or Student Employees?:* — ○ Yes ● No

Total Number of OPS and/or Student Employees supervised: — 0

Desktop Support Engineer (123190)	PageUp #:PD-46

preference
☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

employment physical
☑ This position requires a criminal background screen
☐ This position requires a valid driver's license
☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:* Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Reaching with hands and arms:* Daily

Climbing or Balancing:* Occasionally

Stooping, Kneeling, Crouching , or Crawling:* Occasionally

Use of hands to handle objects:* Daily

Lifting up to 10lbs.:* Daily

Lifting up to 25lbs.:* Frequently

Lifting over 25lbs.:* Occasionally

Talking - express or exchange of ideas verbally:* Daily

Hearing - perceive sound by ear:* Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* Daily

ESSENTIAL FUNCTIONS OF THE JOB

Desktop Support Engineer (123190)

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40	Installs, maintains and troubleshoots operating systems and application software on all office computers	Essential
20	Installs, maintains and troubleshoots hardware on all office computers and peripheral equipment, including but not limited to network printers, scanners and UPS devices.	Essential
10	Provides end-user training and support for application software and hardware. Documents business process for all job tasks.	Essential
10	Maintains inventory of hardware and software, including the hardware components, software product, version, service and license agreements and all network equipment.	Essential
10	Performs work in support of any audio/visual and conferencing needs for the organization.	Essential
10	Performs other duties as assigned.	Essential

APPROVALS

Initiator:*   Mike Brumfield

Approval process:*   3 Approvers - existing JD

1. 1st Approver: Geri Genovese ✔ Approved Jan 7, 2020
2. 2nd Approver: Michael Dieckmann ✔ Approved Jan 7, 2020
3. 3rd Approver: Fawnn Harnage ✘ Declined Feb 17, 2020
4. HR Initial Review: Employment Team
5. Employee: Chase Fiorini
6. HR Final Review: Employment Team

Reason for declining the job: Other
Additional comments: Declined per FLVC request:
Please decline/disapprove the JD update for Desktop Support Engineer 123190 as we are increasing the minimum salary due to market forces and not for added responsibilities.

HR Representative:*   Employment Team

Lead Enterprise Systems Engineer (122900)

PageUp #:PD-14

Department:	6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number:	122900

Position: Lead Enterprise Sys Engineer

Position no: 122900
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: Kevin Fletcher
Supervisor: Ricardo Chu

Position #:

Position Title:* Lead Enterprise Systems Engineer (122900)

Working Title: Lead Enterprise Systems Engineer

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location:

Classification:* Lead Enterprise Systems Engineer

Classification: Lead Enterprise Systems Engineer

Classification Code: 9511

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Bachelor's degree and eight years (or more) of systems engineer/server administration work.

Lead Enterprise Systems Engineer (122900)	PageUp #:PD-14

• Develop solutions with business owners by developing technical infrastructure to meet business needs.

• Experience designing and using Cloud integration services such as Azure, Office365, Active Directory (ADFS), SharePoint online, and Exchange online. Activities include managing synchronization of AD accounts, provisioning mailboxes and distribution lists, creation of SharePoint sites for individual workgroups as well as SharePoint application integration as needed.

• Extensive experience designing infrastructure solutions utilizing Microsoft Windows and Linux operating systems. Examples of such activities include strong problem solving and analysis; the use of basic utilities and commands at the operating system level; editing files in their native environment; navigating file systems; installing software, resolving issues based on system configuration; user administration (setup and maintenance);

• Extensive experience designing an Active Directory infrastructure including DNS, DHCP, AD Federated Services, Group Policy, AD DirSync, DFS file services and LDAP directory services including activities such as managing user accounts, creating group policies for managing servers and workstations, provisioning file systems using DFS, and managing DNS records.

• Extensive experience in designing storage area networks (SAN) both Fiber Channel and iSCSI arrays and switches. Examples of such activities include volume creation and deletion; zoning, presenting volumes to servers, storage replication and migration, and fault analysis.

• Experience with Virtual Infrastructure environments (VMWare and Microsoft Hyper-V) such as creating virtual servers from a template

• Extensive experience monitoring applications and systems health and analyzing results for evaluating performance and tuning of such products;

• Experience with shell scripting in PowerShell and UNIX by writing scripts in a variety of languages, such as Perl, Python, VBScript or Windows PowerShell

• Solid understanding of networking concepts.

JOB DUTIES

Job Summary:*	This position reports directly to the Director of Infrastructure Services and is a member of the System Services workgroup located in the Tallahassee office. This position leads the technical team by coordinating and communicating team work as assigned internally and externally with our vendors as well as analyzing and resolving complex problems involving server operating systems and applications; assists in the diagnosis and resolution of problems affecting machine hardware and/or software; assists in identification of needed support to solve user problem areas regarding system operations and productions; and provides analysis and development plans for FLVC needs.
Marginal Functions:*	In support of FLVC internal and external facing products, the Lead System Engineer is expected to also be an effective team player, manage projects, attend meetings, serve on University Task Forces, interact with outside service providers. and train and disseminate knowledge to non-technical users.
Daily Hours (from-to):*	8:00 am - 5:00 pm, Monday - Friday
Total Hours per Week:*	40
Explain variations in the workweek:	The volume of work may fluctuate depending on time of semester, hardware purchases, and project deadlines. On call for system failures and maintenance. Normally work over 40 hours per week. Job often requires working after hours, week-ends and holidays
Describe the types of decisions that are made in the position:*	Decisions that allow for the effective and efficient use of technology to FLVC faculty and staff. Security decisions as related to the prevention of server/system and workstation breaches. Recommending which software and hardware applications would best facilitate the strategic plans and goals of the university.
Describe the types of problems analyzed and /or solved in the position:*	Software related problems pertaining to Microsoft Windows and Server products as well as Microsoft applications products. Hardware related problems that arise with servers.

Lead Enterprise Systems Engineer (122900)

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Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	Access to great deal of sensitive and confidential information data stored in electronic databases and files. Access to central computing systems, serves, and workstations.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	Microsoft Windows Server 2003, 2008 R2 and 2012. Red Hat Linux. VMWare and Hyper-V. Various other server management utilities and scripting languages.
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ● No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

- ☐ This position is eligible for veteran's preference
- ☐ This position requires a Child Care provider security check
- ☐ This position requires fingerprinting
- ☐ This position is responsible for meeting requirements of FS 215.422
- ☐ This position requires a post-offer employment physical
- ☑ This position requires a criminal background screen
- ☐ This position requires a valid driver's license
- ☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	Regularly involves lifting, bending or other physical exertion. Often exposed to one or more disagreeable environmental factors, such as heat, cold, noise, dust, dirt, chemicals, etc., with often to the point of being objectionable.
Impact of deadlines of the job:*	Externally imposed deadlines set or revised on short notice. Frequent shifts in priority. Numerous interruptions requiring immediate attention. Unusual pressure on a daily basis due to accountability for success of major projects.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Frequently
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily

Lead Enterprise Systems Engineer (122900)

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JOB DUTIES

% of time	Description of Duty	Essential
40	Act as team lead in coordinating activities of the System Services workgroup by providing management, maintenance, monitoring, documentation and support of designated systems to ensure the integrity and availability of utility and application servers.	Essential
20	Assists in identification of needed support to solve user problem areas regarding system operations, production, or FLVC policies and provide appropriate solutions; participates in problem solving activities as needed.	Essential
10	Assists in the diagnosis and resolution of problems affecting machine hardware and/or software working in conjunction with other FLVC staff or vendors.	Essential
10	Provides analysis and development of plans to meet FLVC's current and future needs. Be available by beeper during off-hours to address any assigned responsibility, including answering off-hours calls for the computer systems hardware.	Essential
10	Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	Essential
10	Performs other duties as assigned.	Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Library Services Analyst (122710)

PageUp #:PD-1252

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number:

122710

Position: Library Services Analyst-FLVC

Position no: 122710
Division: The Complete Florida Plus Program
Department: FALSC ILS
Employee Name: Cindy Fox
Supervisor: Wendy Ellis

Position #:

Position Title:*

Library Services Analyst (122710)

Working Title:

Systems Applications Consultant

POSITION DETAILS

Division:*

The Complete Florida Plus Program

Department:*

FALSC Operations

Work site / location:

Classification:*

Library Services Analyst (FLVC)

Classification: Library Services Analyst (FLVC)

Classification Code: 9522

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications:

NA

Library Services Analyst (122710)	PageUp #:PD-1252

Knowledge, skills and abilities:
• Knowledge of high level, complex, production operating systems (UNIX and/or NT) in a large-scale multi-user environment
• Knowledge of developing and maintaining a reliable and problem free production environment.
• Knowledge of Local Area Network and Wide Area Network protocols including TCP/IP and systems programming.
• Ability to analyze and resolve complex problems including server operating systems and applications and research, design and implement system infrastructure solutions.
• Ability to trouble-shoot, diagnose, and resolve client/server problems in a variety of service situations.
• Strong customer service orientation, with analytical and problem-solving skills to assess and respond creatively to service opportunities, which demonstrate technical integration skills.
• Awareness of technological trends, issues, and accepted practices in areas of responsibility.
• Technical aptitude and ability to learn new products and grasp new techniques quickly
• Ability to frame issues and formulate plans
• Ability to make independent judgments.
• Ability to deliver information in both structured and unstructured settings.
• In-depth knowledge of library management system applications software.

JOB DUTIES

Job Summary:*	This position reports directly to the Assistant Director for Integrated Library Systems - Gainesville Office for the Florida Academic Library Services Cooperative (FALSC). This position is responsible for the configuration and maintenance of ILS applications and SFX servers. Works closely with System and Network Administrators on system setup, performance, account and file cleanup. Leads troubleshooting efforts in regards to ILS and SFX system applications.
Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required. Provides on-call support.
Describe the types of decisions that are made in the position:*	Participates in project teams in an agile work environment. Exercises creativity in designing new functions and features to existing applications to insure that needs of users are met. Collaborates on developing and implementing strategies for achieving organizational and departmental goals and initiatives.
Describe the types of problems analyzed and /or solved in the position:*	This position is involved in the development of applications and services designed to enhance the Integrated Library System. Collaboratively works with colleagues responsible for the development process: initial brainstorming, requirements drafting and needs assessment, coding of process and features, testing, developing policies and workflows, rolling out production services, training users, maintaining the services and eventually enhancing and growing the service.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	May be responsible for proper handling of confidential and sensitive information, such as FCS and SUS Libraries patron data and vendor data.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	• Windows PC and peripherals, networked printers, office telephone, headphone/mic • SSH Client software • Unix/Linux • Outlook, Microsoft Word and Excel, Help Desk ticketing systems and online collaboration technologies such as Collaborate.

Library Services Analyst (122710)

PageUp #:PD-1252

Does this position supervise OPS and/or Student Employees?:*

○ Yes　　◉ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Library Services Analyst (122710)

30

Install, configure, maintain, customize and provide technical support, including system programming for FALSC applications, primarily ILS and SFX. Tests and tunes FALSC applications for maximum usability, reliability and performance.

Essential

15

Assists with the planning and implementation of the Integrated Library System by performing system configurations to support the need of the libraries throughout the state.

Essential

15

Troubleshoots ILS and SFX system application issues, including client connections within the library management software. Works with other FLVC staff to investigate and resolve system application problems.

Essential

15

Monitors, investigates, tests and evaluates potential new or enhanced FLVC services and products as needed. Determines and documents feasibility, functional requirements, and product features. Recommends appropriate implementation strategies for user needs and FLVC resources.

Essential

15

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC and FALSC staff; maintains effective working relationships to ensure the success of the business processes and projects.

Essential

5

Coordinates with System Administrators and Network Administrators to ensure appropriate system setup, optimal performance, reliability and security of applications

Essential

5

Performs other duties as assigned.

Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Desktop Support Engineer (122400)

PageUp #:PD-1219

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122400

<u>Position: Desktop Support Engineer</u>
Position no: 122400
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: Michael Fransisco
Supervisor: Ray Bogan

Position #: 122400

Position Title:* Desktop Support Engineer (122400)

Working Title: Desktop Support Engineer

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location: Gainesville

Classification:* Desktop Support Engineer

<u>Classification: Desktop Support Engineer</u>

Classification Code: 9502

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.

Desktop Support Engineer (122400)

navigating file systems; installing software, resolving issues based on system configuration; user administration (setup and maintenance);

Solid understanding and experience with an Active Directory infrastructure including DNS, DHCP, Group Policy, DFS file services and LDAP directory services including activities such as managing user accounts, creating group policies for managing servers and workstations, and provisioning file systems using DFS

Support of Server operating systems such as Microsoft Windows servers and Redhat Linux

Support of VMWare

Experience using computer imaging technology such as Windows Deployment Services and various PC software such as word processors, spreadsheets, database packages and desktop publishing software

Experience using desktop security products such as Firewalls, Anti-virus and Spyware products

Experience supporting VoIP/ video conferencing systems.

Experience supporting Audio/Visual Equipment

Solid understanding of Networking concepts. Experience with Cisco networking hardware and software such as firewalls, routers and switches.

Support of network monitoring equipment such as PRTG, Observer & APEX

JOB DUTIES

Job Summary:*	This position reports directly to the Assistant Director, Network and Desktop Services of Infrastructure Services for the Florida Virtual Campus (FLVC). This position installs, maintains and troubleshoots operating systems, application software and hardware on personal computers and peripheral equipment as well as network equipment. Also functions as the facilities manager role in the absence of a full-time facilities manager.
Marginal Functions:*	In support of FLVC internal and external facing products, the Desktop Engineer is expected to also be an effective team player, manage projects, attend meetings, serve on University Task Forces, interact with outside service providers and train and disseminate knowledge to non-technical users.
Daily Hours (from-to):*	8:00 am - 5:00 pm, Monday - Friday
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required. Provides on-call support. This position may travel to support and assist FLVC staff.
Describe the types of decisions that are made in the position:*	Decisions that allow for the effective and efficient use of technology to FLVC faculty and staff. Security decisions as related to the prevention of server/system and workstation breaches. Recommending which software and hardware applications would best facilitate the strategic plans and goals of the university.
Describe the types of problems analyzed and /or solved in the position:*	Software related problems pertaining to Microsoft Windows and Server products as well as Microsoft applications products. Hardware related problems that arise with servers and networking equipment.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	This position will communicate internally with FLVC staff.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	Access to great deal of sensitive and confidential information data stored in electronic databases and files. Access to central computing systems, serves, and workstations.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	Microsoft Windows 7, Microsoft Windows 10, MacIntosh 10, Microsoft Windows Server 2008 R2 and 2012. Red Hat Linux. VMWare and Hyper-V. Various other server management utilities and scripting languages.
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	NA

Desktop Support Engineer (122400)	PageUp #:PD-1219

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* — No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:* — Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:* — Daily

Walking:* — Daily

Sitting:* — Daily

Reaching with hands and arms:* — Daily

Climbing or Balancing:* — Occasionally

Stooping, Kneeling, Crouching , or Crawling:* — Occasionally

Use of hands to handle objects:* — Daily

Lifting up to 10lbs.:* — Daily

Lifting up to 25lbs.:* — Frequently

Lifting over 25lbs.:* — Occasionally

Talking - express or exchange of ideas verbally:* — Daily

Hearing - perceive sound by ear:* — Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* — Daily

ESSENTIAL FUNCTIONS OF THE JOB

Desktop Support Engineer (122400)

PageUp #:PD-1219

40	Installs, maintains and troubleshoots operating systems and application software on all office computers.	Essential
20	Installs, maintains and troubleshoots hardware on all office computers and peripheral equipment, including but not limited to network printers, scanners and UPS devices.	Essential
20	Installs, maintains, troubleshoots and repairs local and wide area data network systems within the FLVC- Gainesville office, including routers, switches and wireless access points. Provide ongoing diagnostic support via telephone and electronic mail for network related problems reported by FLVC users.	Essential
5	Provides end-user training and support for application software and hardware. Documents business process for all job tasks.	Essential
5	Maintains inventory of hardware and software, including the hardware components, software product, version, service and license agreements and all network equipment.	Essential
5	Performs work in support of any audio/visual and conferencing needs for the organization.	Essential
5	Performs other duties as assigned.	Essential

APPROVALS

Initiator:*   Mike Brumfield

Approval process:*   3 Approvers - existing JD

1. 1st Approver: Geri Genovese ✔ Approved Jan 7, 2020
2. 2nd Approver: Michael Dieckmann ✔ Approved Jan 7, 2020
3. 3rd Approver: Fawnn Harnage ✖ Declined Feb 17, 2020
4. HR Initial Review: Employment Team
5. Employee: Michael Fransisco
6. HR Final Review: Employment Team

Reason for declining the job: Other
Additional comments: Declined per FLVC request:
Please decline/disapprove the JD update for Desktop Support Engineer 122400 as we are increasing the minimum salary due to market forces and not for added responsibilities.

HR Representative:*   Employment Team

Director 122110

PageUp #:PD-1190

Department: 1450-Human Resources

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122110

Position: Director
Position no: 122110
Division: The Complete Florida Plus Program
Department: CFPP Operations
Employee Name: Robert Hartnett
Supervisor: Kari Nowak

Position #:

Position Title:* Director 122110

Working Title: Director of Statewide Strategic Marketing and Communications

POSITION DETAILS

Division:* Academic Affairs Division

Department:* Academic Affairs VP

Work site / location:

Classification:* Director

Classification: Director

Classification Code: 9499

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and six years of appropriate experience; or a bachelors degree in an appropriate area of specialization and eight years of appropriate experience.

Position Qualifications: Experience with higher education marketing and communications with experience in generating enrollment and user registrations. Experience in planning and implementing multiple areas of communications, including media such as social, mobile, responsive web, digital, print, geo-tagging and tracking, analytic models, and public relations. Program planning and budgeting experience. Strategic communications skills. Leadership and management experience. Exceptional oral and written communication skills. Creative problem-solving abilities.

Director 122110   PageUp #:PD-1190

years of appropriate experience. - An extraordinary writer and oral communicator who is passionate and articulate about statewide projects. - Results-oriented with a significant portfolio of demonstrated success. - Experience in marketing and communications as related to higher education and increasing metrics related to system use and enrollment.

JOB DUTIES

Job Summary:*

The Director for Strategic Marketing and Communications leads a team that designs and implements best-in-class marketing and communications strategies for branding and messaging statewide initiatives such as Complete Florida, FloridaShines, and MyCareerShines, among others. Designs and implements strategies that target use and enrollments for statewide initiates that connect Complete Florida institutions, particularly for non-traditional and online learners. Designs, develops, and implements marketing and communications plans, provides leadership, develops policies and operating procedures, and manages the overall marketing and communications budget to promote statewide initiatives. Consults and supports branding design and development efforts for various Division initiatives.

Marginal Functions:*

Represents the University of West Florida and statewide partners at meetings and on committees on campus and through partnership relationships.

Daily Hours (from-to):*

8:00am - 5:00pm

Total Hours per Week:*

40

Explain variations in the workweek:

Describe the types of decisions that are made in the position:*

Program implementation and management decisions affecting statewide initiatives and stakeholders including partner colleges and universities. Approving communications and media. Allocating financial resources for program execution.

Describe the types of problems analyzed and /or solved in the position:*

Developing strategic communications and enrollment plans. Developing appropriate communication strategies. Resolving enrollment management and communications issues. Negotiating strategies and resolving issues involving multiple higher education institutions.

Consequence of Error:

Describe the type of communication with internal and external sources:*

Daily contact with FLVC staff and statewide project leaders in the coordination of statewide programs and initiatives. Contact with Division and University communications teams and management regarding marketing, communications and enrollment management issues.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

Access to student information subject to Family Education Rights and Privacy Act (FERPA) requirements in support of programs. Privy to confidential statewide, college or departmental information in program development, and grants and contract information with partners, agencies and vendors.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

Provides inputs to the Innovation Institute budgeting and expenditure processes and oversees execution of assigned budget.

List the hardware and software applications that are required for this position:*

Computer, copier, printer, fax, productivity tools and products, Gmail, CRM, graphics/web design and development tools.

Does this position supervise line faculty or workforce employees?:*

◉ Yes   ○ No

List the classification title and position number of the employee(s) supervised:

Assistant Director - 122560
Assistant Director - 124540
Assistant Director - 123560
Coordinator (Graphic Designer) - 121180

Does this position supervise OPS and/or Student Employees?:*

◉ Yes   ○ No

Total Number of OPS and/or Student Employees supervised:

1-2

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Director 122110

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☐ This position requires fingerprinting

☐ This position requires a valid driver's license

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set or revised on short notice. Frequent shifts in priority. Numerous interruptions requiring immediate attention. Unusual pressure on a daily basis due to accountability for success of major projects.
Standing:*	Frequently
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Occasionally
Climbing or Balancing:*	Never
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

<table>
<tr><td colspan="2">

Director 122110

</td><td>PageUp #:PD-1190</td></tr>
</table>

35	Create, execute, implement and evaluate strategic marketing, communications and recruitment plan(s) for statewide programs. Direct marketing and communications and support enrollment management across the spectrum of projects that are led by FLVC and Division project leaders to insure that established goals and objectives are communicated and attained. Lead and support the function of monitoring analytics across all channels with the ability to make suggested modifications to the strategy based on presented data. Work with project leaders to develop strategic goals and make decisions that affect statewide partners and stakeholders. Develop, launch, manage and evaluate communications and marketing strategies and campaigns for statewide initiatives. Administer and plan budgets and control expenditures. Represent statewide initiatives at meetings and on committees both on campus and throughout partnership relationships.	Essential
15	Direct integration of multiple areas of marketing and communications for statewide initiatives that may include social, mobile, responsive web, digital, print, geo-tagging and tracking, analytic models and public relations (not all inclusive but must understand how to plan and implement across the spectrum of possible channels). Collaborate with Division and University Marketing and Communication teams to align message and brand to University and Division rules and specifications.	Essential
15	Facilitate enrollment growth through analytics and process improvement for Complete Florida enrollment practices. Part of Complete Florida team for data management, analytics and forecasting.	Essential
15	Develop strategies and specific goals for marketing, public relations, digital communications, social media, and events, conferences and speaking engagements for Complete Florida, FLVC, and special projects such as Global Online. Lead team and programmatic goals by supporting marketing and communication components of projects. Lead existing and new project teams in "finding their voice" and telling the story to partners and the public through the best and most promising means possible.	Essential
10	Apply highly developed creative problem solving skills and use high-level persuasion and negotiation skills. Lead the statewide marketing and communications functions that support statewide programs including reporting lines, key workflow processes, and performance metrics, that generate organizational growth, brand awareness and student enrollment yield in key programs.	Essential
10	Perform other duties as needed.	Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Lead Data Management Engineer (123110)

PageUp #:PD-37

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123110

> Position: Lead Data Mgmt. Engineer-FLVC
> Position no: 123110
> Division: The Complete Florida Plus Program
> Department: FALSC ILS
> Employee Name: Elaine Henjum
> Supervisor: Wendy Ellis

Position #:

Position Title:*   Lead Data Management Engineer (123110)

Working Title: Technical Services System Specialist

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Lead Data Management Engineer
                                                  (FLVC)

> Classification: Lead Data Management Engineer
> (FLVC)
>
> Classification Code: 9525
>
> Pay Band: Professional
>
> E Class Description: 30-University Work Force Ex
> FT
>
> EEO Skill: 30 Other Professionals
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an
> appropriate area of specialization or a Bachelors
> degree in an appropriate area of specialization with
> two (2) years of experience.

Position Qualifications: NA

Lead Data Management Engineer (123110)	PageUp #:PD-37

• Excellent written and verbal communication skills.
• Demonstrated ability to handle multiple tasks simultaneously with minimal supervision.
• Demonstrated aptitude for technology and ability to learn new skills quickly.
• Prior work experience in an academic library setting, or familiarity with technical library services and operations.
• Knowledge, skills, abilities:
o In-depth knowledge of systems-level library automation environments, system database structures and FLVC-related software.
o Knowledge of Metadata structures.
o Strong customer service orientation
o Strong analytical and problem-solving skills to assess and respond creatively to technical challenges.
o Working knowledge of Unix, OpenURL standard, MARC21 and other metadata standards.
o Awareness of technological trends, issues, and accepted practices in areas of responsibility.
• Technical aptitude and ability to learn new products and grasp new techniques quickly.

JOB DUTIES

Job Summary:*

This position reports directly to the Manager of the Data Quality workgroup.
This position works in a team-based environment to provide loading of records into the Integrated Library System; assist with troubleshooting efforts for database issues or quality control issues; monitors, investigates, tests and evaluates potential new or enhanced FALSC-related services and products; provides ongoing support for libraries' requests for operational information, system functionality and seeks solutions to problems.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required to maintain production schedule or to participate in scheduled system maintenance, or as required for travel.

Describe the types of decisions that are made in the position:*

Exercises creativity in designing new applications and new features to existing applications to ensure that needs of users are met. Leads and directs the work of project teams in an agile work environment. Encourages library staff to implement responsible database maintenance best practices. Collaborates on developing and implementing strategies for achieving organizational and departmental goals and initiatives. Determines system resource availability in order to properly schedule processes in online system.

Describe the types of problems analyzed and /or solved in the position:*

Responsible for the development and implementation of policies related to the incumbent's primary services and projects. Has the authority to communicate freely with library affiliates and liaisons about the development of these services and projects, can synthesize feedback from the affiliates and liaisons with original ideas for development, and is able to present these ideas to the supervisor and team for discussion. Responsible for the execution and communication of policies related to their primary services, and has the authority to interpret as needed for the effective implementation of those policies. Also develops and implements recommendations for other areas of expertise as needed.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff in order to coordinate activities.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

The incumbent will have access to student data in the process of loading that data into the system.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Hardware: PC and related peripherals; telephone.
Software: Integrated library system; MARC Editing Software, standard PC office software (i.e., MS Office suite, Google docs, etc.)

Does this position supervise line faculty or workforce employees?:*

○ Yes ● No

Lead Data Management Engineer (123110)

PageUp #:PD-37

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*

No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:*

Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Never
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Lead Data Management Engineer (123110)   PageUp #:PD-37

15   Essential

Coordinates with library Technical Services staff to configure the system for optimal performance
and use by configuring various function specific system tables. Primary areas of responsibility
are Cataloging, Authorities, and Indexing. Identifies needs and priorities, and works with other
FLVC staff to develop and implement solutions.

15   Essential

Resolves problems identified via problem tracking software, email and telephone. This may
require work outside of business hours in case of emergencies.

20   Essential

Supports SUL library staff using Aleph applications for data loading, deleting and editing and the
FLVC-developed data loading application, GenLoad.

5   Essential

Performs work in support of business processes and projects, as assigned. Performs time-
sensitive tasks and meets established deadlines; maintains effective communications with
appropriate FLVC staff; maintains effective working relationships to ensure the success of the
business processes and projects.

5   Essential

Develops customized documentation, webinars, and ad hoc training.

5   Essential

Performs related duties as assigned.

35   Essential

Loads MARC records on behalf of libraries for multi-library projects. Works with library staff and
vendors on record customization and delivery.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Office Specialist (122170)

<div align="right">PageUp #:PD-1193</div>

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122170

            <u>Position: Office Specialist</u>
Position no: 122170
Division: The Complete Florida Plus Program
Department: FALSC Operations
Employee Name: Devon Hickey
Supervisor: Gail Orth

Position #:

Position Title:*   Office Specialist (122170)

Working Title: Receptionist

POSITION DETAILS

Division:*   Academic Affairs Division

Department:*   FALSC Operations

Work site / location:

Classification:*   Office Specialist

       <u>Classification: Office Specialist</u>

       Classification Code: 0102

       Pay Band: Office/Program Support

       E Class Description: 32-University Work Force NE FT

       EEO Skill: 50 Clerical & Secretarial

       Veteran's Preference Eligibility: Yes

       FLSA: Non--Exempt

       Minimum Qualifications: A high school diploma and two years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Position Qualifications: A high school diploma and two years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Office Specialist (122170)	PageUp #:PD-1193

•Experience operating routine office equipment (i.e. photocopiers, fax machines, scanners).
Knowledge, skills, abilities:
• Ability to learn new products and grasp new techniques quickly
• Ability to perform tasks requiring attention to detail
• Possess problem-solving skills to assess and respond to operational needs, with ability to demonstrate cooperation, efficiency, and commitment within all areas of responsibility.

JOB DUTIES

Job Summary:* This position reports directly to the Administrative Specialist for FALSC. This position provides administrative and clerical support to staff and acts as general office receptionist.

Marginal Functions:* NA

Daily Hours (from-to):* Monday through Friday, 8:00 a.m. to 5:00 p.m. unless authorized by suprvisor.

Total Hours per Week:* 40

Explain variations in the workweek: NA

Describe the types of decisions that are made in the position:* Determination of best practice in completing tasks.
Prioritization of work.

Describe the types of problems analyzed and /or solved in the position:* General procedural problems. Business/office practices to be accomplished.

Consequence of Error:

Describe the type of communication with internal and external sources:* This position will communicate internally with FLVC/FALSC staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* NA

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:* NA

List the hardware and software applications that are required for this position:* • Productivity Tools (Microsoft Office products particularly Word and Excel)
• UWF systems related to finance and budgeting (Banner)

Does this position supervise line faculty or workforce employees?:* ○ Yes ● No

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:* ○ Yes ● No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

Office Specialist (122170)

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	comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Office Specialist (122170)

PageUp #:PD-1193

35	Acts as the general office receptionist by greeting, announcing and routing visitors to the appropriate staff. Receives, opens and date stamps incoming mail and distributes it to the appropriate staff members. Receives and signs for all incoming packages, then notifies appropriate employees' of the packages received. Responsible for routine office tasks such as photocopying, faxing and scanning. Also collates and assembles documents for distribution as needed. Receives and distributes faxes to staff. Assists with new employee office setups, distributing office supplies, manuals, phone lists etc. Maintains supply cabinets, and orders office and janitorial supplies as needed for the GNV office.	Essential
30	Assists in the review of monthly reports and statistics. Assists with the Authority loads/updates. Assists with the creation and editing of MediaWiki pages. Works with spreadsheets in Excel. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC/FALSC staff; maintains effective working relationships to ensure the success of the business processes and projects; and maintains a level of confidentiality. Provides all aspects of meeting support for the Gainesville office, adhering to established Event & Logistic processes.	Essential
5	Responsible for supporting staff with meeting and/or training luncheons. Prints weekly conference and training room schedules to display in each room. Monitors meeting room setup requirements. Provides all aspects of meeting support for the Gainesville office, adhering to established Event & Logistic processes. Compiles and analyzes data for administrative decisions including the monthly conference room usage reports.	Essential
20	Maintains log of state vehicle check in/outs and advises staff of related processes. Maintains log of gas card check in/outs and advises staff of related processes. Maintains log of mobile Sun Pass check in/outs and advises staff of related processes. Ensures that all keys, cards and mobile Sun Passes are kept in a secure location. Coordinates with Facility Coordinator and Administrative Specialist for any maintenance required for state vehicles located in Gainesville. Serves as liaison for UF Motor Pool when routine maintenance and/or unexpected problems arise. Maintains all vehicle-related records for the Gainesville office.	Essential
5	Assists with logging A/P invoice and PCard payments into SharePoint and internal excel spreadsheets; checks the status of payments in Banner system and inputs the financial information in SharePoint	Essential
5	Other duties as assigned.	Essential

APPROVALS

Initiator:* Jamie Sprague

Approval process:* Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* Jamie Sprague

Help Desk Analyst 122350

PageUp #:PD-1213

Department: 6095-FALSC Services

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122350

Position: Help Desk Analyst

Position no: 122350
Division: The Complete Florida Plus Program
Department: FALSC Services
Employee Name: Maggie Hoomes
Supervisor: Mike Neff

Position #:

Position Title:*   Help Desk Analyst 122350

Working Title: Help Desk Analyst

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Services

Work site / location:

Classification:*   Help Desk Analyst

Classification: Help Desk Analyst

Classification Code: 9475

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Must possess and maintain knowledge in the areas of (1) support center and customer service best practices; and (2) experience analyzing, troubleshooting, and providing solutions to supported applications and technical issues.

Preferred Qualifications:*   • Bachelor's degree and two years of experience in libraries help desk or IT.
• Master's degree in one of the following areas may be substituted for the required professional academic experience: Information Studies, Library Studies, Education, Distance Education, and Educational Counseling.
• Two (2) years of professional experience in an academic environment.

Help Desk Analyst 122350	PageUp #:PD-1213

Campus and is located in the Tallahassee Office. This position is responsible for (1) answering questions, troubleshooting, analyzing, diagnosing, and resolving issues related to the integrated library system, distance learning and student services applications, and internal support issues; and (2) entering and updating cases in the case management system.

Marginal Functions:* — NA

Daily Hours (from-to):* — Monday through Friday, 8:00 a.m. to 5:00 p.m.

Total Hours per Week:* — 40

Explain variations in the workweek:

Describe the types of decisions that are made in the position:* — This position makes decisions about the appropriate solution for customer issues, when to send a case to the second or third level, when to implement emergency downtime procedures, and to determine the priority and criticality of issues or problems.

Describe the types of problems analyzed and /or solved in the position:* — This position analyzes customer issues and answers customers' questions regarding all of the products and services that FLVC supports. Issues range from technical to product functionality to guidance on using our tools and features.

Consequence of Error:

Describe the type of communication with internal and external sources:* — This position responds to questions and issues from students, faculty and staff from all public colleges and universities in the state as well as the general public, high school students, advisors and the Florida Department of Education staff, in order to answer questions with accuracy and timeliness.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* — This position has access to confidential information protected by Florida and federal law including personally identifiable information for users and library circulation records.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: — NA

List the hardware and software applications that are required for this position:* — Office and call center standard hardware, including personal computers, telephone and telephone peripherals, printers and copiers Office and call center standard software, including Microsoft Office, email, case management software . Additional applications: integrated library software, FLVC-developed applications for libraries, student services, and distance learning.

Does this position supervise line faculty or workforce employees?:* — ○ Yes ◉ No

List the classification title and position number of the employee(s) supervised: — NA

Does this position supervise OPS and/or Student Employees?:* — ○ Yes ◉ No

Total Number of OPS and/or Student Employees supervised: — 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference
☐ This position requires a Child Care provider security check
☐ This position requires fingerprinting
☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical
☑ This position requires a criminal background screen
☐ This position requires a valid driver's license
☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* — No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Help Desk Analyst 122350

PageUp #:PD-1213

Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Never
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Daily
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Help Desk Analyst 122350

30   Essential

Enter and update customer questions and issues in FLVC's cloud-based case management system . Ensure that cases are responded to according to the Organizational Level Agreement with outstanding customer service. Expected to provide answers to common questions, perform routine procedures to resolve a high percentage of inquiries, and route more complex issues to a higher level of support.

25   Essential

Take follow-up actions as needed to deliver appropriate and timely assistance to customers, including research into technical documentation, simulation of software or equipment problems within FLVC's model site environment, or consultation with other FLVC staff. Report trends, concerns, root causes, and ongoing problem areas to the Help Desk Manager and notify appropriate FLVC staff.

20   Essential

May serve as second level support for other Help Desk staff. Participates as team member for projects/business processes, developing expertise to provide second-level support.

10   Essential

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5   Essential

Participate in training for all FLVC products and services. Learn to support all new products and services. Review documentation to ensure that it is useful and understandable for FLVC customers as requested by workgroups and teams.

5   Essential

Receives, reviews, implements, and tracks integrated library system information regarding user accounts and system parameters.

5   Essential

Performs other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Technology Operations Specialist (FLVC) 123170

PageUp #:PD-43

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number:	123170

<u>Position: Technology Operat. Spec.-FLVC</u>
Position no: 123170
Division: The Complete Florida Plus Program
Department: FALSC Digital Services
Employee Name: Simonne Jackson
Supervisor: Rebel Cummings-Sauls

Position #:	
Position Title:*	Technology Operations Specialist (FLVC) 123170
Working Title:	Digital Services and OER Support Specialist

POSITION DETAILS

Division:*	The Complete Florida Plus Program
Department:*	FALSC Operations
Work site / location:	
Classification:*	Technology Operations Specialist (FLVC)

<u>Classification: Technology Operations Specialist (FLVC)</u>

Classification Code: 2131

Pay Band: Specialized/Paraprofessional

E Class Description: 32-University Work Force NE FT

EEO Skill: 40 Technical & Paraprofessional

Veteran's Preference Eligibility: Yes

FLSA: Non--Exempt

Minimum Qualifications: A high school diploma and three years of appropriate experience. Appropriate college coursework or technical/vocational training may substitute at an equivalent rate for the required experience.

Technology Operations Specialist (FLVC) 123170	PageUp #:PD-43

• Experience or working knowledge of digital services and/or OER.
• Experience with libraries or librarians.
• Comfortable assisting with training and consultation services.
• Familiarity with metadata standards or XML.

Preferred Qualifications:*

• A bachelor degree and two years of relevant experience, education and/or certification.
• Proficiency with Unix commands, utilities, file systems and editors.
• Familiarity with OER tools and technology
• Knowledge of web development, including CSS and HTML.
• Familiarity with content or learning management systems.
• Experience in an academic library environment.

JOB DUTIES

Job Summary:*

This position reports directly to the Director for the Digital Services and Open Educational Resources (OER) unit and is a member of the unit's work group. This position is responsible for performing day-to-day operational activities, business processes, and projects for digital services and OER including assisting libraries of Florida's public higher education institutions to support learning, teaching, and research needs. This position will support the unit in providing a statewide searchable database that includes an inventory of digital archives and collections held by public post-secondary education institutions. In addition, this position supports the use and distribution of OER. Performs time-sensitive tasks and meets established deadlines. Maintains professional and effective communication. Establishes and nourishes effective working relationships. Develops and utilizes diagnostic and customer service skills. Assists FLVC project teams as necessary. Other duties as assigned.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Director of E-Resources and Digital Services.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required.

Describe the types of decisions that are made in the position:*

This position requires decision-making regarding communication with customers, digital services and OER operational workflows, system performance and maintenance, storage disk usage, production workflows, estimated time commitments, as well as decisions regarding appropriate user notifications.

Describe the types of problems analyzed and /or solved in the position:*

This position requires relatively frequent troubleshooting of incoming tickets and materials, system and hardware alerts and problems, and a variety of other problems that arise during the normal course of operations.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff to perform day-to-day operational activities for digital services and OER. In addition, the incumbent will communicate with customers regarding digital services and OER.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

This position is responsible for maintenance, update, and implementation of agreements with user institutions regarding individuals with access privileges. Through content received or system access this position may have access or knowledge to student, faculty, staff, or other sensitive or confidential information, which should remain such.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Software applications used in this position: Windows/linux/unix, digital services supported software, OER supported software, Notepad+, Adobe, Microsoft Office, querying a postgre SQL database, and additional software required to support digital services and OER, as applicable.
Hardware includes security entrance, desk, chair, desktop PC, mobile devices, mouse, keyboard, copier.

Does this position supervise line faculty or workforce employees?:*

○ Yes   ◉ No

List the classification title and position number of the employee(s) supervised:

NA

| Technology Operations Specialist (FLVC) 123170 | PageUp #:PD-43 |

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely results would be cuts, bruises, etc.

Impact of deadlines of the job:* Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Reaching with hands and arms:* Daily

Climbing or Balancing:* Occasionally

Stooping, Kneeling, Crouching , or Crawling:* Occasionally

Use of hands to handle objects:* Daily

Lifting up to 10lbs.:* Daily

Lifting up to 25lbs.:* Daily

Lifting over 25lbs.:* Occasionally

Talking - express or exchange of ideas verbally:* Daily

Hearing - perceive sound by ear:* Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* Daily

ESSENTIAL FUNCTIONS OF THE JOB

Technology Operations Specialist (FLVC) 123170

| 40 | Provide support to the digital services and OER services and production applications, including providing assistance to the primary support persons for our services or applications. Support includes but is not limited to: member interactions, maintenance and development assistance, running and/or monitoring operations; performing tasks; assisting with producing statistics and reports; responding to or assisting with tickets; communicating with internal and external stakeholders; and assisting with web-based and on-site training or training materials for library staff. | Essential |

| 35 | Provide suggestions to the design and operation of applications and services to enhance the digital capabilities of the libraries or OER. Perform requirements for processes and workflows. Provide suggestions for specifications for data, data conversions, user interfaces and/or application programs, and work with programmers to develop, test and implement them. | Essential |

| 5 | Works with programmers and librarians with FLVC to help develop software tools related to digital services and OER operations, including drafting or reviewing requirements documents and specifications and testing tools under development. | Essential |

| 5 | Participate on state-wide committees, working groups and task forces of staff concerned with the creation, description and/or management of digital or educational resources. | Essential |

| 5 | Keep abreast of regional and national trends and initiatives related to with technology for digital services and OER. To the extent possible, given limitations of time and funding, contribute to the profession and to your own professional development by participating in regional and national initiatives through meeting attendance, committee appointments, and other means of involvement. | Essential |

| 5 | Performs related duties as assigned. | Essential |

| 5 | Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. | Essential |

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

| 1. PD Migration Approved: | Jamie Sprague ✔ Approved Dec 10, 2019 |

HR Representative:*   Jamie Sprague

Web Applications Engineer 122630	PageUp #:PD-1243

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122630

Position: Web Applications Engineer
Position no: 122630
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: Gail Lewis
Supervisor: Sheeba Duty

Position #:

Position Title:* Web Applications Engineer 122630

Working Title: Web Applications Engineer

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location:

Classification:* Web Applications Engineer

Classification: Web Applications Engineer

Classification Code: 9518

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications:
• Experience with Agile and other modern software development paradigms and methods.
• Knowledge of Java, JSP, C and/or C++, or equivalent high level programming language strongly preferred.
• Demonstrated ability to translate requirements into effective and efficient software functional designs.

Web Applications Engineer 122630

PageUp #:PD-1243

• At least two years' experience with relational database systems such as Oracle and SQLServer.

JOB DUTIES

Job Summary:*

This position is responsible for the development of web applications providing services to Florida students and higher education institutions, with an emphasis on applications in the general area of library services and student services.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:*

20

Explain variations in the workweek:

Some evening and weekend work may be required. May have on-call status responsibilities.

Describe the types of decisions that are made in the position:*

Decisions regarding the best methods to use in creating web applications, software functions and designing software code.

Describe the types of problems analyzed and /or solved in the position:*

Problems of malfunctioning software features; debugging computer code; understanding and modifying code written by others; integrating vendor-supplied software into FLVC software systems.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

This position may at times have access to personal and confidential information of Florida students and higher education employees when resolving software malfunction issues.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Computer workstation. Programming languages, tools, and systems used by FLVC. Collaboration, project management, testing, software deployment, and other software platforms used by FLVC. Database management platforms such as Oracle and Microsoft SQLServer.

Does this position supervise line faculty or workforce employees?:*

○ Yes ● No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes ● No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Web Applications Engineer 122630   PageUp #:PD-1243

demands/pressures from persons other than immediate sup.

Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Web Applications Engineer 122630

PageUp #:PD-1243

30

Essential

Develop or modify existing web applications as needed in support of assigned service of responsibility. Codes, tests, debugs, analyzes, and documents these programs in accordance with procedures. Assists with formalizing procedures where procedures are not clearly documented.

25

Essential

Develops application functionality that integrates with client/server applications and production environments. Works closely with other staff to understand business objectives and system requirements. Analyzes proposed or existing applications; recommends design features and functionality that meet user needs and optimizes performance, efficiency, and effectiveness.

15

Essential

Provides guidance for products and services for maintenance and development projects as designated. Participates in all aspects of service/product design, development, delivery and resource utilization within team processes to ensure timely and effective implementation. Coaches and mentors other development staff.

15

Essential

Works with staff and/or vendor technical personnel as needed to investigate and resolve application software problems. Keeps other staff informed of the status of problem resolution efforts. Provides on call support.

10

Essential

Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. Utilization of troubleshooting and diagnostic skills.

5

Essential

Other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Library Services Analyst (123030)

PageUp #:PD-28

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123030

Position: Library Services Analyst-FLVC
Position no: 123030
Division: The Complete Florida Plus Program
Department: FALSC ILS
Employee Name: Cheryl McCraw
Supervisor: Wendy Ellis

Position #:

Position Title:* Library Services Analyst (123030)

Working Title: Library Services Consultant

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FALSC Operations

Work site / location:

Classification:* Library Services Analyst (FLVC)

Classification: Library Services Analyst (FLVC)

Classification Code: 9522

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications: NA

Library Services Analyst (123030)	PageUp #:PD-28

• Experience with an Integrated Library System, platforms and computer operations. Preferably with III systems (Millennium and/or Sierra), but other ILS experience is also acceptable.
• Experience in managing, implementing or integrating with discovery services.
• Excellent analytical and problem-solving skills.
• Excellent interpersonal skills.
• Excellent verbal and written communication skills.
• Demonstrated ability to handle multiple tasks simultaneously with minimal supervision.
• Demonstrated aptitude for technology and ability to learn new skills quickly.
• Ability to work both independently and collaboratively with staff, faculty and vendors. Initiative, flexibility, and the ability to adapt and work creatively in a complex, rapidly changing support environment.
• Familiarity with technical library services and operations.
• Understanding of technological trends and developments relevant to academic libraries and information delivery.

JOB DUTIES

Job Summary:*

This position is part of the Integrated Library System (ILS) Workgroup, which helps the libraries of the public university and college systems of Florida manage and maintain the Integrated Library System. Using expertise and system knowledge, the incumbent analyzes user needs and identifies, develops and implements solutions.

This position reports to the Assistant Director for Integrated Library Systems.

This position provides primary support for Acquisitions & Serials, SFX and Metalib. The analyst also assists in supporting the Discovery Interface and Cataloging.

Marginal Functions:*

NA

Daily Hours (from-to):*

This position is required to work during FALSC core business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the supervisor. Some evening and weekend work may be required to maintain service production schedule or to p

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required to maintain production schedule or to participate in scheduled system maintenance and version upgrades, or as required for travel.

Describe the types of decisions that are made in the position:*

Leads and directs the work of project teams in an agile work environment. Exercises creativity in designing new functions and features to existing applications to insure that needs of users are met. Encourages library staff to implement responsible library acquisitions' best practices. Collaborates on developing and implementing strategies for achieving organizational and departmental goals and initiatives.

Describe the types of problems analyzed and /or solved in the position:*

This position is responsible for the development and implementation of policies related to their primary services and projects. S/He has the authority to communicate freely with library affiliates and liaisons about the development of these services and projects, can synthesize feedback from the affiliates and liaisons with original ideas for development, and is able to present these ideas to the supervisor and team for discussion. The employee is responsible for the execution and communication of policies related to their primary services, and has the authority to interpret as needed for the effective implementation of those policies. S/He can also develop and implement recommendations for other areas of expertise as needed.
This position is involved in the development of applications and services designed to enhance the Integrated Library System. Collaboratively works with colleagues responsible for the development process: initial brainstorming, requirements drafting and needs assessment, coding of process and features, testing, developing policies and workflows, rolling out production services, training users, maintaining the services and eventually enhancing and growing the service.

Consequence of Error:

Describe the type of communication with internal and external sources:*

This position communicates effectively with people within the organization on a daily basis. This includes staff at all levels in the Florida College System and the State University System Libraries, software vendors, ILS (Integrated Library Systems) staff, and IT specialists. Communicate problems, technologies and policies with a side and/or diverse audience both internally and externally.

Library Services Analyst (123030)

PageUp #:PD-28

associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	• Windows PC and peripherals, networked printers, office telephone, headphone/mic • Integrated Library System (Sierra), Discovery Tool (Encore/Duet), Outlook, Microsoft Word and Excel, HelpDesk ticketing systems and online collaboration technologies such as Collaborate.
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ● No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference
☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical
☑ This position requires a criminal background screen
☐ This position requires a valid driver's license
☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Library Services Analyst (123030)   PageUp #:PD-28

30   Essential

> Assists with the planning and implementation of the Integrated Library System by performing system configurations to support the need of the libraries throughout the state.

15   Essential

> Work with library Technical Services staff to configure the system for optimal performance and use by configuring various function specific system tables. Primary areas of responsibility are Acquisitions, Serials, SFX and Metalib. Provides backup support for Cataloging and Discovery Tool.

15   Essential

> Participate in the ongoing planning and delivery of access to library resources and services for faculty, students, staff and researchers. Assist in the training, planning and coordination of projects related to ILS, Discovery Tool, and related products.

15   Essential

> Develops, plans, schedules, and conducts instructional and informational programs that enable libraries to use FALSC services and products effectively, within established guidelines. Designs and develops instructional and informational materials for use in delivering the programs. Some travel required. Communicates systems status updates, and shares information with, and makes presentations to various state library and regional groups. Visits libraries as appropriate to fulfill assigned responsibilities

15   Essential

> Serve as liaison for the FLVC DoIT programmers, library staff and campus IT where they intersect in relation to FALSC's services, specifically EDI setup, batch loading of order records and APFeed . Understand the functional, operational, and service needs of the Library in order to develop gateways between the Library's online resources and locally developed or third party application. Maintain current awareness of research and developments in areas of responsibility, including standards, library trends, statistics and instructional design.

5   Essential

> Perform work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC/FALSC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5   Essential

> Other duties as assigned.

APPROVALS

**Initiator:*   Jamie Sprague

**Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✓ Approved Dec 10, 2019

**HR Representative:*   Jamie Sprague

Web Applications Architect 127080   PageUp #:PD-1309

Department: 6075-FLVC Marketing and Communications

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 127080

<u>Position: Web Applications Architect</u>

Position no: 127080
Division: The Complete Florida Plus Program
Department: FLVC Marketing and Communications
Employee Name: Peter McFarland
Supervisor: Matthew Warner

Position #:   127080

Position Title:*   Web Applications Architect 127080

Working Title: Web Designer

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC Marketing and Communications

Work site / location:

Classification:*   Web Applications Architect

<u>Classification: Web Applications Architect</u>

Classification Code: 9517

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications:
- Bachelor's Degree in web design, multimedia design, interactive media or equivalent required.
- Minimum 3 years' of related experience working within multiple websites.

Preferred Qualifications:*
- Experience with content management systems.
- Proficiency in Creative Cloud, particularly, Photoshop, Illustrator, and InDesign.
- Working Knowledge of HTML and CSS.
- Familiar with best practices related to web interactions and user-centered design.
- Knowledge of responsive design principles.
- Strong visual design skills.
- Must be accustomed to balancing multiple priorities within a very fast paced environment.
- Excellent communication skills and presentation abilities.

Web Applications Architect 127080   PageUp #:PD-1309

the Florida Virtual Campus and the Complete Florida program. Working closely with Developers, Content Experts and the Marketing team, the designer will also help with maintenance and additions to existing websites and involves adding/editing copy, photos, videos and managing site functionality to create a seamless user experience.

The position involves understanding both graphic design and website programming. As such this individual will possess a strong understanding and demonstrated expertise in website layout and design, web content development, image optimization and website technical requirements.

Marginal Functions:* NA

Daily Hours (from-to):* 8:00-5:00

Total Hours per Week:* 40

Explain variations in the workweek: NA

Describe the types of decisions that are made in the position:* The web designer will be making content and layout decisions across many web sites daily. They will also have to prioritize multiple projects on varying deadlines.

Describe the types of problems analyzed and /or solved in the position:* Finding solutions to new and existing content as it arises.

Consequence of Error: 3-Would be detected & corrected prior to utilization/operation/dissemination & may be serious, requiring significant effort & time. The effect is usually confined within the university. Most work not verified/checked except through supervisory review.

Describe the type of communication with internal and external sources:* Communications with outside parties mainly consists of state agencies, Florida colleges and universities, business partners.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* NA

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: NA

List the hardware and software applications that are required for this position:* Use of a PC or Mac computer. Adobe Creative Suite. Online video conferencing. Microsoft Office. Project Management tools.

Does this position supervise line faculty or workforce employees?:* ◯ Yes ⦿ No

List the classification title and position number of the employee(s) supervised:

Does this position supervise OPS and/or Student Employees?:* ◯ Yes ⦿ No

Total Number of OPS and/or Student Employees supervised:

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Web Applications Architect 127080

PageUp #:PD-1309

Walking:*	Occasionally
Sitting:*	Daily
Reaching with hands and arms:*	Occasionally
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Frequently
Lifting up to 10lbs.:*	Frequently
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Occasionally
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

JOB DUTIES

% of time	Description of Duty	Essential
50	Modify and update website content through the use of a CMS across multiple websites.	Essential
25	Create website pages as needed, incorporating photos, graphics, text, video, and new web features.	Essential
10	Assist and coordinate team members in creating, testing and troubleshooting of website applications, templates and layouts.	Essential
10	Work with developers and a project team to create and plan new releases of website functionality.	Essential
5	Performs other duties as assigned.	Essential

APPROVALS

Initiator:*	Employment Team
Approval process:*	1 Approver - vacant JD
1. 1st Approver:	Employment Team ✔ Approved Jul 30, 2020
2. HR Final Review:	Employment Team ✔ Approved Jul 30, 2020
HR Representative:*	Employment Team

Web Applications Engineer 122620	PageUp #:PD-1242

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122620

> Position: Web Applications Engineer
> Position no: 122620
> Division: The Complete Florida Plus Program
> Department: FLVC DOIT Operations
> Employee Name: Jean Moises
> Supervisor: Sheeba Duty

Position #:

Position Title:*   Web Applications Engineer 122620

Working Title: Web Applications Engineer

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC DOIT Operations

Work site / location:

Classification:*   Web Applications Engineer

> Classification: Web Applications Engineer
>
> Classification Code: 9518
>
> Pay Band: Professional
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 30 Other Professionals
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.

Preferred Qualifications:*
- Four or more years' software development experience strongly preferred.
- Experience with Agile and other modern software development paradigms and methods.
- At least two years' experience with relational database systems such as Oracle and SQLServer.
- Knowledge of Java, JSP, C and/or C++, or equivalent high level programming language strongly preferred.
- Demonstrated ability to translate requirements into effective and efficient software functional designs.

Web Applications Engineer 122620

PageUp #:PD-1242

	students and higher education institutions, with an emphasis on applications in the general area of library services and student services.
Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required.
Describe the types of decisions that are made in the position:*	Decisions regarding the best methods to use in creating web applications, software functions and designing software code.
Describe the types of problems analyzed and /or solved in the position:*	Problems of malfunctioning software features; debugging computer code; understanding and modifying code written by others; integrating vendor-supplied software into FLVC software systems.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	This position may at times have access to personal and confidential information of Florida students and higher education employees when resolving software malfunction issues.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	Computer workstation. Programming languages, tools, and systems used by FLVC. Collaboration, project management, testing, software deployment, and other software platforms used by FLVC. Database management platforms such as Oracle and Microsoft SQLServer.
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ● No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*	☐ This position is eligible for veteran's preference	☐ This position requires a post-offer employment physical
	☐ This position requires a Child Care provider security check	☑ This position requires a criminal background screen
	☐ This position requires fingerprinting	☐ This position requires a valid driver's license
	☐ This position is responsible for meeting requirements of FS 215.422	☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily

Web Applications Engineer 122620	PageUp #:PD-1242

Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

JOB DUTIES

% of time	Description of Duty	Essential
30	Develop or modify existing web applications as needed in support of assigned service of responsibility. Codes, tests, debugs, analyzes, and documents these programs in accordance with procedures. Assists with formalizing procedures where procedures are not clearly documented.	Essential
25	Develops application functionality that integrates with client/server applications and production environments. Works closely with other staff to understand business objectives and system requirements. Analyzes proposed or existing applications; recommends design features and functionality that meet user needs and optimizes performance, efficiency, and effectiveness.	Essential
15	Provides guidance for products and services for maintenance and development projects as designated. Participates in all aspects of service/product design, development, delivery and resource utilization within team processes to ensure timely and effective implementation. Coaches and mentors other development staff.	Essential
15	Works with staff and/or vendor technical personnel as needed to investigate and resolve application software problems. Keeps other staff informed of the status of problem resolution efforts. Provides on call support.	Essential
10	Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. Utilization of troubleshooting and diagnostic skills.	Essential
5	Other duties as assigned.	Essential

Web Applications Engineer 122620

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Statewide Program Coordinator (122190)

PageUp #:PD-1196

Department:	6076-FLVC Business Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122190

Position: Statewide Program Coord.-FLVC
 Position no: 122190
 Division: The Complete Florida Plus Program
 Department: FLVC DL Operations
 Employee Name: Meredith Montgomery
 Supervisor: Heather Thompson

Position #:

Position Title:* Statewide Program Coordinator (122190)

Working Title: Administrative and Special Events Coordinator

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC Business Operations

Work site / location:

Classification:* Statewide Program Coordinator (FLVC)

Classification: Statewide Program Coordinator (FLVC)

Classification Code: 9521

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications: Master's degree in an appropriate area of specialization and two (2) years of experience, or a Bachelor's degree in an appropriate area of specialization with four (4) years of experience..

Statewide Program Coordinator (122190)	PageUp #:PD-1196

•Ability to collect, organize, and edit data into logical format for presentations, reports, documents and other written and online materials.

•Ability to manage multiple projects simultaneously, set priorities, identify and address challenges in a fast paced environment.

•Ability to edit and proofread print and online data for accuracy and completeness.

•Excellent command of English language, grammar and syntax.

•Knowledge and mastery of standard office procedures and practices to include meeting planning and management, records management, office communications and business etiquette.

•Skilled at minute-taking during meetings; ability to transcribe recordings for use in creating meeting minutes.

•Exercise initiative and judgment and makes decisions within the scope of assigned authority.

•Personable, excellent verbal and written communication skills, and able to interact effectively with a variety of individuals and organizations while maintaining confidentiality.

•Strong customer service orientation with analytical and problem-solving skills to assess and respond creatively to management information and support needs.

•Ability to set a tone of cooperation, efficiency, and commitment within all areas of responsibility.

•Proficient in the use of Microsoft Office products and web browsers in a Windows/Internet environment.

JOB DUTIES

Job Summary:*

•This position supports the Executive Director in the execution of Distance Learning and Student Services activities, reporting, and budgetary requirements.

•Responsible for project management and oversight of meeting logistical support for Distance Learning and Student Services (DLSS) department sponsored activities, including: coordinating and providing logistical and meeting support for the quarterly statewide DLSS Members Council, DLSS hosted meetings, and DLSS special events. This position works closely with the Executive Director and the Assistant Director for Member Outreach and Development in the support of the DLSS Members Council. This position is located in Tallahassee.

•Works with the Assistant Director of Member Outreach and Development on the coordination of speakers, event logistics and sponsors.

•Provides coordination and support for meetings and events held within the Tallahassee office.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Director of Business Operations.

Total Hours per Week:*

40

Explain variations in the workweek:

Travel to out-of-town meetings required. Some evening and weekend work may be required.

Describe the types of decisions that are made in the position:*

•Staffing and work assignment decisions for support of DLSS events and meetings.

•Logistics and negotiation decisions for events including venues, hotel accommodations, vendors, sponsors, and catering.

Describe the types of problems analyzed and /or solved in the position:*

•Works with the Assistant Director of Member Outreach and Development to set registration fees for local and statewide events and meetings based on the costs associated with the venue selection.

•Recommend venue location to best fit the needs of specific events. Meetings are held in various locations around the state.

•Keeps track of committee action items.

•Reviews vacancies and issues call for applicants annually or as needed. Fosters relationships, establish excellent record keeping practices and builds knowledge of member council business.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff and with service departments at UWF.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

May provide back-up support to the FLVC Leadership Team who are the strategic planners for FLVC. Handles confidential information/ documentation that is discussed in meetings and distributes same. May provide administrative support to the Executive Director in the creation or review of budget information, contracts and other confidential information.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

FLVC sponsored meetings and events. Fees are paid by p-card, institutional checks, cash or personal check. Makes arrangements to accept credit card payments through the Financial Services Office. Invoices and receipts are provided to registrants. Typical meeting registration fee is $30-$50 for up to 70 attendees. Special event registration fees are $75-$250 for special events for up to 300 attendees.

Statewide Program Coordinator (122190)	PageUp #:PD-1196

Does this position supervise line faculty or workforce employees?:*   ○ Yes   ● No

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:*   ○ Yes   ● No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*   Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely results would be cuts, bruises, etc.

Impact of deadlines of the job:*   Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.

Standing:*   Daily

Walking:*   Daily

Sitting:*   Daily

Reaching with hands and arms:*   Daily

Climbing or Balancing:*   Occasionally

Stooping, Kneeling, Crouching , or Crawling:*   Occasionally

Use of hands to handle objects:*   Daily

Lifting up to 10lbs.:*   Daily

Lifting up to 25lbs.:*   Occasionally

Lifting over 25lbs.:*   Occasionally

Talking - express or exchange of ideas verbally:*   Daily

Hearing - perceive sound by ear:*   Daily

Vision - ability to distinguish similar colors, depth perception, close vision:*   Daily

ESSENTIAL FUNCTIONS OF THE JOB

Statewide Program Coordinator (122190)	PageUp #:PD-1196

25

> •Provides direct support for the Executive Director.
> •Researches and gathers information to develop presentations and reports. Researches and coordinates the collection, analyses, compilation, and submission of information and data for reporting.
> •Composes, edits, and coordinates departmental correspondence, invoices, reports, presentations, memos, financial statements, and other documentation.
> •Manage appointment calendars, travel, organize documents for action, and generates standard correspondence or memos for signature.
> •Performs a variety of highly sensitive and confidential duties and maintains confidential files.

Essential

50

> •Manages all logistical details for official DLSS social functions, meetings, conferences, and other events including: FLVC external quarterly DLSS Members Council, DLSS special statewide collaborative teams as needed and scheduled meetings and events located at the Tallahassee office.
> •Provides support to the chair of the DLSS Members Council, its Executive Committee, and associated workgroups. Works directly with the Assistant Director of Member Outreach and Development and other staff to plan DLSS quarterly meetings.
> •Provides input into event budget planning process by controlling or making recommendations regarding budget expenditures. Tracks budget index to ensure no shortages exist and to prepare for future planning
> •Takes detailed notes/minutes during meetings and utilizes dictation recording equipment to prepare transcripts for use in preparing meeting minutes; Prepares related correspondence; assembles and organizes handouts, mailings and meeting materials, and maintains official records of meeting activities.
> •Makes work assignments for coverage of meeting/event support. Coordinates and trains staff to accomplish goals related to event support. Receives weekly updates from assigned staff regarding status.
> •Provides event reports to Executive Director and Assistant Director for Member Outreach and Development for analysis and future planning.

Essential

10

> Provides meeting support for internal teams and other special teams (internal or external) and DLSS Member Council workgroups as needed. Develops agendas; creates minutes, displays, and other team materials; documents the outcome of meetings and coordinate follow-up actions.

Essential

10

> •Responsible for creating, modifying, maintaining, and updating all DLSS business processes and projects related to event support. Performs work in support of development and maintenance of unit business processes and procedures. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

Essential

5

> Performs other duties as assigned.

Essential

APPROVALS

Initiator:* 　　　　　　　　　　　　Jamie Sprague

Approval process:* 　　　　　　　　Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* 　　　　　　　Jamie Sprague

Network Engineer (122360)

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122360

Position: Network Engineer
Position no: 122360
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: William Murphy
Supervisor: Ray Bogan

Position #:

Position Title:*   Network Engineer (122360)

Working Title: Network Engineer

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC DOIT Operations

Work site / location:

Classification:*   Network Engineer

Classification: Network Engineer

Classification Code: 9514

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Bachelor's degree and four years (or more) of network engineer work. In-depth and practical experience in Cisco administration.

Network Engineer (122360)	PageUp #:PD-1214

• ability to trouble-shoot, diagnose, and resolve network problems in a variety of service situations.

• experience monitoring and configuring monitoring software to understand network performance

• Experience supporting TCP/IP, Ethernet and fiber networks

• Experience supporting of Voice over IP telephony systems.

JOB DUTIES

Job Summary:*

This position reports directly to the Assistant Director, Network and Desktop Services of Infrastructure Services -Tallahassee Office for the Florida Virtual Campus (FLVC). This position is a member of the Network and Desktop Services workgroup and is located in the Tallahassee office. This position installs, maintains and troubleshoots the network infrastructure including hardware, operating systems and application software.

Marginal Functions:*

In support of FLVC internal and external facing products, the Network Engineer is expected to also be an effective team player, manage projects, attend meetings, serve on University Task Forces, interact with outside service providers and train and disseminate knowledge to non-technical users.

Daily Hours (from-to):*

8:00 am - 5:00 pm, Monday - Friday

Total Hours per Week:*

40

Explain variations in the workweek:

The volume of work may fluctuate depending on time of semester, hardware purchases, and project deadlines. On call for network failures and maintenance.

Describe the types of decisions that are made in the position:*

Decisions that allow for the effective and efficient use of technology to FLVC faculty and staff. Security decisions as related to the prevention of
Network breaches. Recommending which software and
hardware applications would best facilitate the strategic plans and goals of the
university.

Describe the types of problems analyzed and /or solved in the position:*

Network related problems pertaining to Cisco network products
as well as applications supporting the network. Hardware related problems that arise with network equipment such as routers, firewalls, and switches.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

Access to great deal of sensitive and confidential information data stored in
electronic databases and files. Access to central computing systems, serves,
and workstations.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Cisco ASA Firewalls, Cisco routers, Cisco switches, Avaya VoIP telephony system. Various other network management utilities.

Does this position supervise line faculty or workforce employees?:*

◯ Yes   ⦿ No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

◯ Yes   ⦿ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Network Engineer (122360)	PageUp #:PD-1214

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Frequently
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Network Engineer (122360)

60

Work in support of the maintenance, installation, quality control, and associated troubleshooting for local and wide area data network activity within FLVC. Provide ongoing diagnostic support via telephone and electronic mail for network related problems reported by FLVC participants. Updates problem reports in FLVC's call tracking system.

Essential

10

Provide analysis and development of plans to meet FLVC's current and future needs. Be available by beeper during off-hours to address any assigned responsibility, including answering off-hours calls for the computer systems hardware.

Essential

10

Monitor network traffic

Essential

10

Provides analysis and development of plans to meet FLVC's current and future needs. Be available by beeper during off-hours to address any assigned responsibility, including answering off-hours calls for the computer systems hardware.

Essential

5

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

Essential

5

Performs other duties as assigned.

Essential

APPROVALS

Initiator:* Jamie Sprague

Approval process:* Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* Jamie Sprague

IT Security Engineer (122740)

PageUp #:PD-1255

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122740

Position: IT Security Engineer
Position no: 122740
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: Tim Nance
Supervisor: Ricardo Chu

Position #:

Position Title:* IT Security Engineer (122740)

Working Title: Security Engineer

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location:

Classification:* IT Security Engineer

Classification: IT Security Engineer

Classification Code: 9529

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Master's degree in an appropriate area of specialization or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience. Current certification at GIAC Security Essentials (GSEC) or equivalent cybersecurity professional certification.

IT Security Engineer (122740)   PageUp #:PD-1255

• Understanding of common security standards and regulations relating to a higher education environment (e.g., PCI DSS, FERPA, ISO2700x, etc.)
• Proven ability to work independently and as a team member with multiple teams in a fast-paced environment.
• Good communication (written and oral) and interpersonal skills.

Preferred Qualifications:*

• Information security experience in higher education or state/local government
• Experience performing information security audits or risk assessments
• Familiarity with security auditing processes
• Experience with Nessus and Logrhythm.
• Experience securing Microsoft Windows and RedHat Linux

JOB DUTIES

Job Summary:*

The IT Security Engineer designs and implements technical solutions that protect networked information infrastructure, data and personal information, other digital assets, and electronic communications from intentional or inadvertent access or destruction. The Security Engineer also assists in developing organizational IT security standards and procedures; monitoring emerging and prevalent threats and developing mitigation plans to protect against them; and assisting system administrators and software developers with security issues and practices. The Security Engineer serves as a member of the Security Incident Response Team.

Marginal Functions:*

In support of FLVC internal and external facing products, the Security Engineer is expected to also be an effective team player, manage projects, attend meetings, serve on committees, interact with outside service providers, train and disseminate knowledge to non-technical users.

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required.

Describe the types of decisions that are made in the position:*

The incumbent will make decisions about whether events should be pursued as security incidents. They will determine which security standards and processes apply to which systems. Decisions around recommending training, tools, and methods will be made.

Describe the types of problems analyzed and /or solved in the position:*

The incumbent will analyze internal and external security audits to determine vulnerabilities and countermeasures. They will analyze system, network and application events to determine if a breach has occurred. They will analyze security breaches to determine root cause.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff and UWF ITS.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

The incumbent may have access to confidential student and library patron data.
The incumbent will need to be aware of the rules/regulations associated with this type of work and act accordingly.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

N/A

List the hardware and software applications that are required for this position:*

Windows and Linux servers and PCs.
Tenable Nessus, LogRhythm SIEM, Portswigger BURP Suite, MS Office, Project Place, Confluence.

Does this position supervise line faculty or workforce employees?:*

◯ Yes   ⦿ No

List the classification title and position number of the employee(s) supervised:

Does this position supervise OPS and/or Student Employees?:*

◯ Yes   ⦿ No

Total Number of OPS and/or Student Employees supervised:

0

IT Security Engineer (122740)   PageUp #:PD-1255

preference

☐ This position requires a Child Care provider security check

☑ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

IT Security Engineer (122740)

PageUp #:PD-1255

30		Essential
	Monitor networks and systems for security breaches, including the use of SIEM software that detects anomalous system behavior. Conduct network scans and penetration testing to identify and remediate vulnerabilities.	

25		Essential
	Works with DevOps teams to ensure the security of systems and data during the development and operation of FLVC systems and applications.	

20		Essential
	Plan, implement and upgrade security measures and controls.	

10		Essential
	Assists in the development, revision and implementation of IT security standards and policies.	

10		Essential
	Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. Utilization of troubleshooting and diagnostic skills.	

5		Essential
	Performs other duties as assigned	

APPROVALS

Initiator:* Jamie Sprague

Approval process:* Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* Jamie Sprague

Help Desk Manager 122420

PageUp #:PD-1221

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122420

Position: Help Desk Manager
 Position no: 122420
 Division: The Complete Florida Plus Program
 Department: FALSC Services
 Employee Name: Mike Neff
 Supervisor: David Whisenant

Position #:

Position Title:*   Help Desk Manager 122420

Working Title: Help Desk Manager

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Help Desk Manager

Classification: Help Desk Manager

Classification Code: 9506

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: A master's degree in an appropriate area including IT, Library Science, or related areas; or a bachelor's degree in an appropriate area and two years of appropriate experience.

Help Desk Manager 122420	PageUp #:PD-1221

• Help Desk Institute certification.

Knowledge, skills, abilities:
• Knowledge of call center operations.
• Knowledge of customer relationship management software.
• Knowledge of academic admissions practices at state higher education institutions.
• Knowledge of distance learning tools and practices.
• Ability to maintain effective work relationships with customers and representatives of FLVC-related organizations.
• In-depth knowledge of system database structures and applications software.
• Strong customer service orientation, with analytical and problem-solving skills to assess and respond creatively to service opportunities.
• Technical aptitude and ability to learn new products and grasp new techniques quickly
• Ability to set a tone of cooperation, efficiency, and commitment within all areas of responsibility
• Awareness of technological trends, issues, and accepted library practices in areas of responsibility.
• Ability to maintain long-term strategic focus while engaged in day-to-day tasks
• Ability to re-conceptualize current practices in light of new/emerging technologies and methods
• Ability to work a variable schedule as required, including evenings and weekends.

JOB DUTIES

Job Summary:*	This position manages the statewide Help Desk for the Florida Virtual Campus and is responsible for supporting all of the services provided by this program. The incumbent supervises the Help Desk staff to ensure a high quality of service. This position reports to the Director of Library Support and Training for the Florida Academic Library Services Cooperative (FALSC) of the and is located in Tallahassee.
Marginal Functions:*	NA
Daily Hours (from-to):*	This position may require shift rotations.
Total Hours per Week:*	40
Explain variations in the workweek:	This position may be frequently called upon to work outside FLVC core business hours on evenings and weekends.
Describe the types of decisions that are made in the position:*	This position will provide leadership and advocacy for the user within the organization. This position ensures that the Organizational Level Agreement is followed by all staff. This position has responsibility for emergency downtime activities. This position plans for future service development and provides creative solutions for problems and customer issues.
Describe the types of problems analyzed and /or solved in the position:*	This position is responsible for establishing and implementing statewide policies regarding the area of responsibility. This position is responsible for providing direction for the Help Desk that provides statewide support for all of Florida's public academic institutions, in library services, student services and distance learning.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	This position has frequent contact with organization staff at all levels.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	This position has access to confidential personally identifiable information, such as patron records, transcripts, etc.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	Desktop/Laptop computer, VOIP phone, call center telephony software, hands-free headset, chat software, various printers and other PC peripherals.
Does this position supervise line faculty or workforce employees?:*	● Yes ○ No

Help Desk Manager 122420

PageUp #:PD-1221

Help Desk Analyst 122370
Help Desk Analyst 122380
Help Desk Analyst 122410

Does this position supervise OPS and/or Student Employees?:* ○ Yes ● No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:* Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Reaching with hands and arms:* Daily

Climbing or Balancing:* Occasionally

Stooping, Kneeling, Crouching , or Crawling:* Occasionally

Use of hands to handle objects:* Daily

Lifting up to 10lbs.:* Daily

Lifting up to 25lbs.:* Occasionally

Lifting over 25lbs.:* Occasionally

Talking - express or exchange of ideas verbally:* Daily

Hearing - perceive sound by ear:* Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* Daily

ESSENTIAL FUNCTIONS OF THE JOB

JOB DUTIES

% of time	Description of Duty	Essential

Help Desk Manager 122420	PageUp #:PD-1221

Ensures that customers receive outstanding service including timely communication for problems and inquiries. Consults with internal and external stakeholders to ensure that user needs are met successfully. Acts as support for FLVC products and services internally and externally, utilizing a wide array of technological tools and resources as a backup and higher level support. Establishes processes and policies for service delivery and assessment. Responsible for reviewing all cases to ensure that issues are addressed and resolved accurately within the appropriate timeframe. Responds as support manager to emergency downtime situations. Assists with the planning and implementation of the new Integrated Library System.

30   Essential

Oversees the Help Desk workgroup by planning, directing, developing and reviewing the work of the staff utilizing objectives set by the Director for Library Support and Training. Ensures that staff are well trained and provide excellent service. Supervises, determines work schedule/coverage, reviews case loads, reviews work product, makes assignments and holds status update meetings for all staff. Takes follow-up actions as needed to deliver appropriate and timely assistance to users, including research into technical documentation, simulation of software or equipment problems within FLVC's model site environment or consultation with other FLVC staff. Works with staff across the organization to ensure that cases are responded to and closed. Enforces policies and processes. Revises and implements changes to workgroup processes and procedures as needed. Reports trends, concerns, root causes and ongoing problem areas to the Director and notifies appropriate FLVC staff.

10   Essential

Serves on the team for customer relationship management software operations and VOIP call center; coordinates service/product design, development, delivery and resource utilization within FLVC's team processes to ensure timely and effective implementation of services. Works with vendors to resolve complex technical issues related to software configuration, technical support, implementation and training for new features and functionality. Develops, reports, and uses data from the customer relationship management system for in-depth analysis and resolution of service issues.

10   Essential

Develops and maintains documentation for support of products and services. Ensures that staff are prepared to support new services and products. Reviews FLVC services, products, training and communications to ensure that documentation and training are useful and understandable for FLVC users as requested by FLVC workgroups and teams. Participates in training for all FLVC services and products.

10   Essential

Provide support for products and services in areas of responsibility in accordance with the Organizational Level Agreement using FLVC-provided tools such as CRM and the Microsoft Office Suite. Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5   Essential

Other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

Help Desk Manager 122420

PageUp #:PD-1221

Administrative Specialist 122200	PageUp #:PD-1197

Department: 6060-FLVC DL Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122200

> Position: Administrative Specialist
> Position no: 122200
> Division: The Complete Florida Plus Program
> Department: FLVC DL Operations
> Employee Name: Nicole Nichols
> Supervisor: John Opper

Position #:

Position Title:*   Administrative Specialist 122200

Working Title: Administrative Specialist

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC DL Operations

Work site / location:

Classification:*   Administrative Specialist

> Classification: Administrative Specialist
> _____
> Classification Code: 0114
> _____
> Pay Band: Office/Program Support
> _____
> E Class Description: 32-University Work Force NE FT
> _____
> EEO Skill: 50 Clerical & Secretarial
> _____
> Veteran's Preference Eligibility: Yes
> _____
> FLSA: Non--Exempt
> _____
> Minimum Qualifications: A high school diploma and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.
> _____

Position Qualifications: A high school diploma and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Administrative Specialist 122200	PageUp #:PD-1197

•Experience with web-conferencing software strongly preferred.
Knowledge, skills, abilities:
•Ability to organize executive-level meeting and work environments, with ability to plan and provide logistical support for official meetings and events involving groups of varying size.
•Knowledge and mastery of standard office procedures and practices to include meeting planning and management, records management, office communications and business etiquette.
•Awareness of trends, issues and accepted practices in areas of responsibility.
•Skilled at minute-taking during meetings; ability to transcribe recordings for use in creating complex meeting minutes.
•Proficient in the use of Microsoft Office products and web browsers in a Windows/Internet environment.
•Excellent command of English language, grammar and syntax.
•Exercise initiative and judgment and makes decisions within the scope of assigned authority.
•Ability to collect and organize data into logical format for presentations, reports, documents and other written materials.
•Strong customer service orientation.

JOB DUTIES

Job Summary:*	This position is responsible for providing meeting support to internal Strategic Initiative Teams, external Members Councils, and responsible for supporting executive staff. This position is a member of the Events & Logistics workgroup.
Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Director of Business Operations.
Total Hours per Week:*	40
Explain variations in the workweek:	Ability to travel out of town to provide meeting support is required. Some evening and weekend work may be required.
Describe the types of decisions that are made in the position:*	May determine in-state venue for members council meetings. Negotiates hotel and catering contracts for FLVC sponsored meetings.
Describe the types of problems analyzed and /or solved in the position:*	Sets registration fees for meetings based on the costs associated with the chosen venue. Meetings are held in various locations around the state. Keeps track of committee action items. Reviews vacancies and issues call for applicants annually and as needed.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	NA
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	• Microsoft Office Suite products (particularly Word, Excel, Power Point) • Adobe Acrobat • Soniclear recording software • Web conferencing software (Scopia, Blackboard Collaborate, GoToMeeting, etc)
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ● No
Total Number of OPS and/or Student Employees supervised:	0

Administrative Specialist 122200	PageUp #:PD-1197

preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely results would be cuts, bruises, etc.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Administrative Specialist 122200

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40	Provides support to internal meeting support for internal teams and other special teams (internal or external) and workgroups as needed. Supports ongoing activities and projects of internal teams, as assigned. Develops agendas; creates minutes, reports, displays, and other team materials; documents the outcome of meetings and coordinate follow-up actions. Prepares written and verbal project status reports.	Essential
25	Provides direct support to FLVC external Member's Councils and other special teams and workgroups as needed. Takes detailed notes/minutes during meetings and utilizes dictation recording equipment to prepare transcripts for use in preparing complex meeting minutes; Prepares committee related correspondence; assembles and organizes handouts, mailings and meeting materials; utilizes meeting management skills to assist in planning and providing support for meeting breaks and meeting follow up activities; maintains official records of committee activities; keeps the Executive Director's Office workgroup informed of activities.	Essential
10	Prepares correspondence, memoranda, and reports using word processing, spreadsheet, database and presentation software; prepares statistical or narrative reports as needed. Proofreads documents prepared by workgroup for grammar and syntax accuracy and assists with special projects. Prepares outgoing correspondence for mailing or electronic transmission. Photocopies and assembles documents for distribution as needed.	Essential
10	Works collaboratively with other FLVC executive support personnel to maintain ongoing FLVC administrative activities. Maintains FLVC administrative correspondence files and committee records for the executive office. Maintains electronic files in a standardized manner on shared drive.	Essential
5	Maintains the FLVC Members Council database; assists the workgroup in maintaining the FLVC Calendar and the FLVC contacts database.	Essential
5	Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	Essential
5	Performs other duties as assigned.	Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Executive Director (122500)

PageUp #:PD-1230

Department: 6060-FLVC DL Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122500

Position: Executive Director
 Position no: 122500
 Division: The Complete Florida Plus Program
 Department: FLVC DL Operations
 Employee Name: John Opper
 Supervisor: Kari Nowak

Position #:

Position Title:* Executive Director (122500)

Working Title: Executive Director of Distance Learning and Student Services

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DL Operations

Work site / location:

Classification:* Executive Director

Classification: Executive Director

Classification Code: 9255

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and six years of directly related professional experience; or a bachelors degree in an appropriate area of specialization and eight years of directly related professional experience.

Executive Director (122500)	PageUp #:PD-1230

• Commitment to diversity and a strong understanding of the contributions that a diverse workforce brings to the workplace.
• Ability to work successfully in a highly collaborative environment and to function as a member of a strong leadership team and councils.
• Success in managing budgets and large-scale projects.
• Someone who is a leader, who has worked with and can implement innovative initiatives.
• Excellent oral and written interpersonal communication skills and
• Willingness to travel regularly within and outside Florida to support DLSS activities.

Preferred Qualifications:*

• Ability to secure external funding.
• Record of research, publications and/or professional contributions.
• Experience with assessment and evaluation methods to ensure data-driven decision-making.
• Master's required, terminal degree preferred.
• Background in student services or distance learning.

JOB DUTIES

Job Summary:*

The Executive Director of Distance Learning Student Services provides dynamic, experienced executive leadership to support Florida's K-12, college and university efforts for distance learning and student services. Building on the future focused direction of supporting students and institutions through FloridaShines, the Executive Director advances institutional missions through collaboration and innovation, promoting shared resources and services across the state. The Executive Director is responsible for sustaining vital consortium needs of 40 colleges and universities in distance learning and student services.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Executive Director.

Total Hours per Week:*

40

Explain variations in the workweek:

Monday through Friday, 8:00 a.m. to 5:00 p.m. Some evening and weekend work may be required.

Describe the types of decisions that are made in the position:*

High level and complex decisions related to statewide services, initiatives, policies, and implementation. Multiple constituencies and systems involved in strategic planning and implementation that must be considered.

Describe the types of problems analyzed and /or solved in the position:*

Complex and large-scale problems related to statewide systems, user groups, projects and initiatives.

Consequence of Error:

Describe the type of communication with internal and external sources:*

Works primarily with internal FLVC staff and leadership team at the Innovation Institute for day-to-day operations, projects, and initiatives.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

Access to staff information, including salary, evaluations. Will be part of contract negotiations and evaluations. As Executive Director, various other types of confidential data will be available for decision making.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

The incumbent will work collaboratively with FLVC Leadership Team to develop budgets and prepare fiscal reports as needed. The incumbent will maintain sound fiscal practices in the establishment and execution of FLVC business functions.

List the hardware and software applications that are required for this position:*

Productivity Tools

Does this position supervise line faculty or workforce employees?:*

◉ Yes   ○ No

List the classification title and position number of the employee(s) supervised:

122570- Director (Member Research and Services)
122670- Statewide Programs Assistant Director (Student Services)
122660- Statewide Programs Coordinator (Catalog and Contracts)

Does this position supervise OPS and/or Student Employees?:*

○ Yes   ◉ No

Total Number of OPS and/or Student Employees supervised:

0

Executive Director (122500)

PageUp #:PD-1230

preference

☐ This position requires a Child Care provider security check

☑ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:* Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Executive Director (122500)	PageUp #:PD-1230

30	Strategic Planning, Statewide Responsibilities and Leadership Provides strategic leadership and oversight of DLSS. Guides the development, ongoing planning and implementation of vision, mission, and direction that occurs in partnership with FCS/SUS institutions. Identifies and manages the development of new initiatives to meet evolving needs of stakeholders and FCS/SUS institutions. Develops and maintains relationships with internal and external stakeholders and other consortia, working with leadership of key state agencies and organizations, potential funding sponsors and other interest groups and constituencies. Represents the needs of FCS/SUS institutions and stakeholders to state officials and agencies, DOE, higher education community and other stakeholders.	Essential
30	Operational Infrastructure: Customer Service, Technology and Finance Administers overall operations as well as supporting new and existing staff within an environment by mentoring, supporting and maintaining a strong sense of teamwork. Oversees development of the budget and financial management as chief decision maker for all services activity. Consults and collaborates regularly with the FLVC Division of Information Technology in support of major implementation and ongoing management of vital support services. Ensures the highest excellence, quality and value of the programs and services provided its partners and members. Sustains and expands the culture of outstanding service to members. Seeks resources and identifies new potential funding to support the programs and initiatives related to DLSS, including legislative requests, collaborative contracts, grants, foundation funding and potential gifts. Plans, develops and directs the work of the Student Services staff. Plans and approves workload; prepares and carries through to completion the performance evaluation and improvement process; participates in the hiring process; and manages overall performance of assigned staff.	Essential
20	Consultation and Collaboration Consults and communicates regularly with the DLSS Executive Committee and membership of DLSS and provide timely and comprehensive reporting on activities and initiatives. Consults and communicates regularly with the Florida Virtual Campus Executive Advisory Council in support of statewide direction and overall support from academic leaders in Florida.	Essential
10	Communication Ensures sustained communications with staff and member institutions in Florida for informational updates, dialog and ongoing problem solving around issues of impact and interest. Represents DLSS in person and in communications with a broad range of constituencies within the state, region, and nation.	Essential
10	Performs other duties as assigned.	Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Administrative Specialist (122240)

PageUp #:PD-1201

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122240

<u>Position: Administrative Specialist</u>
Position no: 122240
Division: The Complete Florida Plus Program
Department: FALSC Operations
Employee Name: Gail Orth
Supervisor: Rachel Erb

Position #:

Position Title:*   Administrative Specialist (122240)

Working Title: Administrative Specialist

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Administrative Specialist

<u>Classification: Administrative Specialist</u>

Classification Code: 0114

Pay Band: Office/Program Support

E Class Description: 32-University Work Force NE FT

EEO Skill: 50 Clerical & Secretarial

Veteran's Preference Eligibility: Yes

FLSA: Non--Exempt

Minimum Qualifications: A high school diploma and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Position Qualifications: A high school diploma and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Administrative Specialist (122240)	PageUp #:PD-1201

• Ability to organize information and communicate effectively, both verbally and in writing
• Knowledge of basic accounting principles and concepts
• Knowledge of P-card regulations and policies
• Knowledge of internal control concepts
• Knowledge of Microsoft Office Products, particularly Excel and Word
• Ability to learn acquisitions work associated with electronic resources
• Ability to plan, organize and coordinate work assignments
• Ability to perform tasks requiring attention to detail
• Ability to establish and maintain effective, collegial working relationships with co-workers
• Ability to effectively compose letters or memorandums
• Ability to proofread and edit printed or online data/correspondence for accuracy and completeness
• Ability to learn new products and grasp new techniques quickly
• Notary Public

JOB DUTIES

Job Summary:*	This position is part of the Florida Academic Library Services Cooperative (FALSC) and is located in the Gainesville FLVC office. This position provides financial activities in support of E-Resources; assists with the organization and management of statewide E-Resource contracts; provides administrative support to the GNV office, and serves as liaison with landlords for facilities. This position ensures efficient operation of the front office and supervises the GNV front office staff.
Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless authorized by the Director.
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required. Workweek will be adjusted as needed for a 40 hour workweek.
Describe the types of decisions that are made in the position:*	The incumbent decides the appropriate procurement method to use based on UWF policies and procedures and State of Florida statutes. The incumbent follows routine established processes related to this position.
Describe the types of problems analyzed and /or solved in the position:*	The incumbent follows routine established processes related to this position in areas relating to Purchasing, Administration, Invoicing, Facilities and P-Cards. Some problems analyzed in these areas include creating and processing purchase order requisitions, assigning accounting codes for purchases, processing invoices, and tracking expenses and payments.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff, Division of 300 staff, UWF Financial staff, Procurement and Contracts staff, and General Counsel staff to inquire about requisitions, purchase orders, Accounts Payables, Accounts Receivables, and contracts.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	The incumbent will maintain confidentiality in regard to areas of FLVC contracts and Human Resources.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	The incumbent prepares purchase order requisitions for approximately $7 million for state-wide e-resources and $1.9 million in group licensed e-resources.
List the hardware and software applications that are required for this position:*	Microsoft Office products (particularly Word, Excel), Google Products and UWF systems related to finance and budgeting (Banner)
Does this position supervise line faculty or workforce employees?:*	⦿ Yes ◯ No
List the classification title and position number of the employee(s) supervised:	Office Specialist Receptionist (122170)-1 FTE
Does this position supervise OPS and/or Student Employees?:*	⦿ Yes ◯ No
Total Number of OPS and/or Student Employees supervised:	1

Administrative Specialist (122240)

PageUp #:PD-1201

preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

JOB DUTIES

% of time	Description of Duty	Essential

Administrative Specialist (122240)	PageUp #:PD-1201

contracts for FALSC to ensure timely renewals. Composes correspondence and compiles reports as requested.

Processes FALSC purchase order requisitions for state-funded e-resources and group licensing e-resource purchases, ensuring compliance with policies/procedures for purchasing. Assigns/confirms appropriate accounting codes for purchases. Serves as a vendor liaison to resolve any issues related to purchasing.
Processes A/P invoices, ensuring compliance with state and UWF rules and regulations for accounting. Verifies payments in Banner system, and tracks related expenses and payments in a spreadsheet software. Follows up on missing information as needed.

Coordinates with Director of E-Resources and staff to prepare invoices for NDLTD membership; universities and colleges participating in e-resources group licensing of online products; ICUF universities and colleges participating in e-resources group licensing of online products; and other invoicing as requested. Verifies payments in Banner system; tracks internally in spreadsheet software; and follows up on missing or late payments.

Works in support of FLVC Financial Services by inputting e-resources financial-related information in the Financial Services' Payment Log Sheet, and uploading invoice documents to their monthly folders.

Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC and FALSC staff. Maintains effective working relationships to ensure the success of business processes and projects.

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80   Essential

Administrative Responsibilities:
Ensures efficient operation of the front office in GNV and supervises the front office staff. Oversees the ordering of office and janitorial supplies. Oversees state vehicle reservations and maintenance. Assists the Director of Integrated Library Services with entering travel authorization requests in the FLVC internal travel requisition system, and communicates with Senior Fiscal Specialist when lodging or car rental reservations need to be made. Maintains the FALSC staff travel spreadsheet.

Coordinates special projects in the GNV office as requested. Provides administrative support for meetings and training in the Gainesville office, including coordinating luncheons.

Works with FLVC OPI Director for all Gainesville office new hire paperwork, notarizing appropriate documents, and ensuring they are completed appropriately, and then sent by Fedex to the OPI Director to submit to UWF HR. Coordinates set up of offices for new hires in GNV. Serves as payroll proxy for the Gainesville Directors

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10   Essential

Facilities:
Maintains key box for the property and keeps record of keys assigned to staff. Liaison between landlords and GNV office for building issues, and works with the vendors called in to make repairs. Communicates with Facilities Manager (in TLH office) for any needs in the GNV office including coordinating deliveries, and surplus of items.

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5   Essential

P-Card:
Makes P-Card purchases, processes receipts, and reconciles with monthly bank statement. Enters P-Card information into FLVC Financial Services' payment log sheet and uploads receipts in into their folder.

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5   Essential

Other duties as assigned.

Administrative Specialist (122240)

PageUp #:PD-1201

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Help Desk Analyst (122330)

<div align="right">PageUp #:PD-1211</div>

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122330

Position: Help Desk Analyst

  Position no: 122330
  Division: The Complete Florida Plus Program
  Department: FALSC Services
  Employee Name: Peter Ott
  Supervisor: Mike Neff

Position #:

Position Title:*   Help Desk Analyst (122330)

Working Title: Help Desk Analyst

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Help Desk Analyst

Classification: Help Desk Analyst

Classification Code: 9475

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Must possess and maintain knowledge in the areas of (1) support center and customer service best practices; (2) experience analyzing, troubleshooting, and providing solutions to supported applications and technical issues.

Preferred Qualifications:*   • Bachelor's degree and two years of experience in libraries help desk, or IT.
• Master's degree in one of the following areas may be substituted for the required professional academic experience: Information Studies, Library Studies, Education, Distance Education, and Educational Counseling.
• Two (2) years of professional experience in an academic environment.

Help Desk Analyst (122330)

PageUp #:PD-1211

Campus. This position is responsible for (1) answering questions, troubleshooting, analyzing, diagnosing, and resolving issues related to the integrated library system, distance learning and student services applications, and internal support issues; (2) entering and updating cases in the case management system (CRM).

Marginal Functions:* NA

Daily Hours (from-to):* Monday through Friday, 8:00 a.m. to 5:00 p.m.

Total Hours per Week:* 40

Explain variations in the workweek: May require some shift rotations to accommodate the "open" hours of the Help Desk. Help Desk open hours are 8 AM – 8 PM M-F, 9 AM – 6 PM Sat, Closed Sun.

Describe the types of decisions that are made in the position:* This position makes decisions about the appropriate solution for customer issues, when to send a case to the second or third level, when to implement emergency downtime procedures, and to determine the priority and criticality of issues or problems.

Describe the types of problems analyzed and /or solved in the position:* This position analyzes customer issues and answers customers' questions regarding all of the products and services that FLVC supports. Issues range from technical to product functionality to guidance on using our tools and features.

Consequence of Error:

Describe the type of communication with internal and external sources:* This position responds to questions and issues from students, faculty and staff from all public colleges and universities in the state as well as the general public, high school students, advisors and the Florida Department of Education staff, in order to answer questions with accuracy and timeliness.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* This position has access to confidential information protected by Florida and federal law including personally identifiable information for users and library circulation records.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: NA

List the hardware and software applications that are required for this position:* Office and call center standard hardware, including personal computers, telephone and telephony peripherals, printers and copiers Office and call center standard software, including Microsoft Office, email, case management software (CRM). Additional applications: integrated library software, FLVC-developed applications for libraries, student services, and distance learning.

Does this position supervise line faculty or workforce employees?:* ○ Yes ◉ No

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:* ○ Yes ◉ No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Help Desk Analyst (122330)

PageUp #:PD-1211

Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Never
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Never
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Help Desk Analyst (122330)   PageUp #:PD-1211

30 | Essential

Enter and update customer questions and issues in FLVC's cloud-based case management system (CRM). Ensure that cases are responded to according to the Organizational Level Agreement with outstanding customer service. Expected to provide answers to common questions, perform routine procedures to resolve a high percentage of inquiries, and route more complex issues to a higher level of support.

25 | Essential

Take follow-up actions as needed to deliver appropriate and timely assistance to customers, including research into technical documentation, simulation of software or equipment problems within FLVC's model site environment, or consultation with other FLVC staff. Report trends, concerns, root causes, and ongoing problem areas to the Help Desk Manager and notify appropriate FLVC staff.

20 | Essential

May serve as second level support for other Help Desk staff. Participates as team member for projects/business processes, developing expertise to provide second-level support.

10 | Essential

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5 | Essential

Participate in training for all FLVC products and services. Learn to support all new products and services. Review documentation to ensure that it is useful and understandable for FLVC customers as requested by workgroups and teams.

5 | Essential

Receives, reviews, implements, and tracks integrated library system information regarding user accounts and system parameters.

5 | Essential

Performs other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Data Management Engineer (122990)   PageUp #:PD-24

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122990

> Position: Data Management Engineer-FLVC
> Position no: 122990
> Division: The Complete Florida Plus Program
> Department: FALSC ILS
> Employee Name: Natasha Owens
> Supervisor: Wendy Ellis

Position #:

Position Title:*   Data Management Engineer (122990)

Working Title: Data Management Consultant

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Data Management Engineer (FLVC)

> Classification: Data Management Engineer (FLVC)
>
> Classification Code: 9524
>
> Pay Band: Professional
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 30 Other Professionals
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Data Management Engineer (122990)	PageUp #:PD-24

•Excellent problem-solving skills in general and particularly in working with library staff to achieve their desired results.
•Demonstrated ability to handle multiple tasks simultaneously with minimal supervision.
•Demonstrated aptitude for technology and ability to learn new skills quickly.
•Ability to work both independently and collaboratively with staff, faculty and vendors.
•Initiative, flexibility, and the ability to adapt and work creatively in a complex, rapidly changing environment.
•Prior work experience in an academic library or with an academic library consortium.
•Experience in management and maintenance of integrated library systems preferred.
•Familiarity with technical library services and operations preferred.
•Training or degree in computer/information technology preferred.
•Understanding of technological trends and developments relevant to academic libraries preferred.

Preferred Qualifications:*

•Two years experience cataloging or organizing library data.
•May substitute Masters degree in another discipline combined with a minimum two years experience working with library data, preferably metadata, records.

JOB DUTIES

Job Summary:* This position is a part of the Data Quality workgroup for FALSC. The incumbent is responsible for loading order and ebook records into the FALSC library management system. The incumbent is also responsible for maintaining the integrity of the database for the system.

Marginal Functions:* NA

Daily Hours (from-to):* Monday through Friday, 8:00 a.m.- 5:00 p.m.

Total Hours per Week:* 40

Explain variations in the workweek: NA

Describe the types of decisions that are made in the position:* Using established standards determines accuracy of records to use in removing duplicates and to properly load records. Determines system resource availability in order to properly schedule loading of records. Prioritizes record loads, maintenance tasks, and vendor additions to meet deadlines.

Describe the types of problems analyzed and /or solved in the position:* Determines whether records are duplicates and which record to keep if it is duplicated. Troubleshoots load errors and involves other staff in diagnosing the issue as needed. Creates text files based on MARC record information to use to delete PDA records. This involves determining which vendor is involved in the request. Analyzes many CRM cases as the information provided by the customer is not always accurate and then makes the requested modifications.

Consequence of Error:

Describe the type of communication with internal and external sources:* This position will communicate with internal FLVC and FALSC employees to coordinate activities.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* The incumbent will have access to student data in the process of loading that data into the system.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: NA

List the hardware and software applications that are required for this position:* Hardware: PC and related peripherals; telephone.
Software: ILS software, MARC editing software including MARC Report and MarcEdit, Microsoft Outlook, OCLC Connexion, OCLC Collection Management, standard PC office software (i.e., MS Office Suite, Google docs., etc.), ftp software, FCS and SUS ILS clients, TextPad

Does this position supervise line faculty or workforce employees?:* ○ Yes ● No

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:* ○ Yes ● No

Data Management Engineer (122990)	PageUp #:PD-24

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Data Management Engineer (122990)

PageUp #:PD-24

30 | Essential

Seeks and retrieves MARC records for batch loading. Manipulates bibliographic MARC record sets deduping, verifying quality, extracting, and editing MARC prior to data load. Creates bibliographic MARC records as needed. Maintains the PDA/DDA/UDA plans for FCS and SUS. These processes undergo frequent revision by incumbent. Adjustment to data acquisition procedures and the execution of batch processes is ongoing. Creates and maintains process documentation. Prioritizes loads, responding to libraries and vendors, and escalating issues that cannot be personally rectified. Analyzes record delivery patterns for issues and brings them to vendor's attention. Cross-trains individual responsible for coverage when absent.

25 | Essential

Communicates with library staff and vendors. Monitors, schedules and manages e-book subscriptions for the schools providing ongoing support to librarians and staff. Retrieves, analyzes and interprets online library management system data files to add, delete or modify data to assure compliance with established database standards. Establishes workflows and procedures for database cleanup projects.

25 | Essential

Analyzes and repairs database problems including errors with data loads. Identifies problem areas regarding system data acquisition or maintenance and works directly with clients or vendors to resolve problems. Tracks pending projects and performs tasks required for timely and complete data acquisitions for all system databases. Compiles and reviews report data derived from the FALSC's library management system, taking follow-up action as needed. Works with FALSC Data Quality staff to add/edit vendors used for data loads. Troubleshoots issues with problem loads and works with FALSC Data Quality Staff to correct them.

10 | Essential

Provides ongoing support for FALSC's library management systems for libraries' requests for operational information and assistance, via telephone, email, etc.

5 | Essential

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FALSC and FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5 | Essential

Performs other duties as assigned.

APPROVALS

Initiator:*

Jamie Sprague

Approval process:*

Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*

Jamie Sprague

Coordinator 122470	PageUp #:PD-1226

Department: 6075-FLVC Marketing and Communications

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122470

Position: Coordinator
Position no: 122470
Division: The Complete Florida Plus Program
Department: FLVC Marketing and Communications
Employee Name: Rebecca Pappas
Supervisor: Robert Hartnett

Position #:

Position Title:* Coordinator 122470

Working Title: Public Relations & Communications Specialist

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC Marketing and Communications

Work site / location:

Classification:* Coordinator

Classification: Coordinator

Classification Code: 9225

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: • Bachelor's degree in Communications, PR, Journalism, English or related field
• Minimum 3 years' experience managing internal/external public relations.

Coordinator 122470   PageUp #:PD-1226

• Strong attention to detail.
• Ability to adapt to the style, tonality and vernacular of the current "voice" of the organization or product line.
• Ability to work independently and in a team environment.
• Ability to multi-task and deliver projects on time.
• Excellent computer skills (Microsoft Excel, PowerPoint, Word, Outlook).
• Experience in Adobe Creative Suite.
• Proactive problem-solving skills.

JOB DUTIES

Job Summary:*
The Public Relations and Communications Specialist is responsible for assisting the PR/Communications Manager with social media, internal communications and general messaging. The selected candidate will possess copywriting skills and an understanding of how to effectively reach internal and external audiences. The Specialist will work closely with representatives of the Marketing/Communications team to enhance the organization's position among key audiences. Ideally the candidate will reside in the Pensacola area.

Marginal Functions:*
NA

Daily Hours (from-to):*
Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:*
40

Explain variations in the workweek:
NA

Describe the types of decisions that are made in the position:*
This position will be responsible for:
• Reviewing or creating communication materials for the Innovation Institute and its various programs;
• Media relations;
• Appropriate social media posts and responses; and
• Create talking points and press release

Describe the types of problems analyzed and /or solved in the position:*
This position will be responsible for determining how best to respond to media inquiries, requests that come to the department and assisting with the planning and implementation of event rollouts.

Consequence of Error:

Describe the type of communication with internal and external sources:*
The Office of Communication and Marketing at the UWF Innovation Institute works with the Florida Virtual Campus and the University's Marketing and Communications departments. These communications are primarily to ensure all parties are working on the same issues and sharing the same message.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*
NA

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:
NA

List the hardware and software applications that are required for this position:*
• Excellent computer skills (Microsoft Excel, PowerPoint, Word, Outlook).
• Experience in Adobe Creative Suite.

Does this position supervise line faculty or workforce employees?:*
○ Yes   ● No

List the classification title and position number of the employee(s) supervised:
NA

Does this position supervise OPS and/or Student Employees?:*
○ Yes   ● No

Total Number of OPS and/or Student Employees supervised:
0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Coordinator 122470	PageUp #:PD-1226

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set or revised on short notice. Frequent shifts in priority. Numerous interruptions requiring immediate attention. Unusual pressure on a daily basis due to accountability for success of major projects.
Standing:*	Frequently
Walking:*	Occasionally
Sitting:*	Daily
Reaching with hands and arms:*	Occasionally
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Frequently
Lifting up to 10lbs.:*	Frequently
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Coordinator 122470   PageUp #:PD-1226

25	Media: Draft press releases, newsletter content and social media content. Maintain updated lists for media contacts, subject matter experts and professional contacts. Research media coverage, identify media trends and opportunities.	Essential
20	Develop content for the organization's social media efforts to effectively build customer engagement via social platforms.	Essential
10	Understand current trends, technologies and advancements in mobile communications, and social media. Use information to help develop and edit communication plans.	Essential
20	Edit copy, proofread and revise communications materials from content experts.	Essential
20	Coordinate communication efforts for internal events.	Essential
5	Perform other duties as assigned to support the duties and responsibilities of the job and operational needs of the department and organization.	Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

  1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Statewide Program Assistant Director (FLVC) 122730	PageUp #:PD-1254

Department: 6092-FLVC Process Improvement

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122730

Position: Statewide Prgrm Asst. Dir-FLVC
Position no: 122730
Division: The Complete Florida Plus Program
Department: FLVC Process Improvement
Employee Name: Kathy Parker
Supervisor: Kari Nowak

Position #: 122730

Position Title:* Statewide Program Assistant Director (FLVC) 122730

Working Title: Assistant Director of Operational Performance Improvement

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC Process Improvement

Work site / location: Downtown Pensacola

Classification:* Statewide Program Assistant Director (FLVC)

Classification: Statewide Program Assistant Director (FLVC)

Classification Code: 9528

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications: Master's degree in an appropriate area of specialization and six years of appropriate experience; or a bachelor's degree in an appropriate area of specialization and eight years of appropriate experience.

Statewide Program Assistant Director (FLVC) 122730	PageUp #:PD-1254

Awareness of industry standards, technological trends, issues and accepted practices in all areas of responsibility. Ability to maintain a long-term strategic focus while engaged in day-to-day tasks Ability to re-conceptualize current services in light of new/emerging technologies and methods. Ability to perform a variety of functions. Experience with Atlassian products to document, processes and procedures.

JOB DUTIES

Job Summary:*

This position reports directly to the Director of Operational Performance Improvement. This position directs all operational responsibilities of the Operational Performance Improvement team. (Project Management, Quality, Testing, Business Intelligence and Personnel processing) This position works with stakeholders, both internally and externally, to ensure attainment of the organization's goals.

Marginal Functions:*

Ability to clearly describe what needs to be done and relate it to the team, uniting everyone's efforts. Working alongside team members to lead and motivate staff. Collaborative approach to leadership to create transparency within our workgroup.

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:*

40

Explain variations in the workweek:

Frequent evening and weekend work is required. On-call status is required.

Describe the types of decisions that are made in the position:*

Decisions made impact the entire organization. Decisions made also have significant impact on the delivery of products and services.

Describe the types of problems analyzed and /or solved in the position:*

Problems analyzed are generally complex, multi-faceted, and require highly developed creative problem solving skills.

Consequence of Error:

1-Would be readily identified, generally by the supervisor if not the incumbent, and would be easily corrected, resulting only in minor confusion or expense.

Describe the type of communication with internal and external sources:*

The Statewide Program Assistant Director (FLVC) will communicate internally with UWF departments, faculty, students, and staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

The Statewide Program Assistant Director (FLVC) will have access to personally identifiable information as well as limited student records. This access is used to conduct the primary duties of the position.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Productivity Tools, Project Management Tools (e.g.ProjectPlace, Confluence (documentation and standards) and Automated UI Testing tool.

Does this position supervise line faculty or workforce employees?:*

◉ Yes ○ No

List the classification title and position number of the employee(s) supervised:

Quality Analyst-122790
Project Management -123460 Data Management Engineer - 122290
Data Analyst - 123050
Coordinator Personnel -122540

Does this position supervise OPS and/or Student Employees?:*

○ Yes ◉ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Statewide Program Assistant Director (FLVC) 122730

PageUp #:PD-1254

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Daily
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

## Statewide Program Assistant Director (FLVC) 122730	PageUp #:PD-1254

35   Essential

Generates goals for direct report that support organizational goals. In Quality Management ensure key processes are documented to help standardize results, minimize deviations, accelerate learning, improve efficiencies and attain proper quality. In Project Management align tools that help business units meet Strategic Objectives; building capacity and coaching, mentoring, training; strategic alignment, project interdependencies and integration. In Business Intelligence help leadership and other employees make better and informed business decisions based on data and information though modern data visualization and analyses. In testing make software testing more efficient and less human-intensive through automation. In personnel processing empower FLVC supervisors to enact position management tasks. Ensure compliance with UWF policy related to leave, time reporting, and action sheets, hiring, recruiting, performance evaluations.

20   Essential

Review requirements for products, applications and services and monitor their compliance. Oversee all product development procedures to identify deviations from quality standards. Keep accurate documentation and perform statistical analysis. Develop opportunities for improvement and create new efficient procedures. Understand stakeholder needs and requirements to develop effective processes. Provide training for leaders and staff in methodologies, strategies, techniques, tools, tactics.

20   Essential

Provide leadership and oversight of staff; follows-up with each employee to ensure they have the tools and skills to complete work assignments on time; prepare and improve processes; and manages overall performance of assigned staff.

20   Essential

Support annual and quarterly planning processes. Perform time-sensitive tasks and meet established deadlines; maintains effective communications with FLVC staff; maintain effective working relationships to ensure the success of the business processes and projects. Performs work in support of business processes and projects.

5   Essential

Other duties as assigned.

APPROVALS

Initiator:*   Kathy Parker

Approval process:*   2 Approvers - existing JD

1. 1st Approver:	Robert Dugan ✔	Approved Jun 22, 2020
2. 2nd Approver:	Kari Nowak ✔	Approved Jun 23, 2020
3. HR Initial Review:	Employment Team ✔	Approved Jun 24, 2020
4. Employee:	Kathy Parker ✔	Approved Jun 25, 2020
5. HR Final Review:	Employment Team ✔	Approved Jun 28, 2020

HR Representative:*   Employment Team

Senior Accountant 122250	PageUp #:PD-1202

Department: 6076-FLVC Business Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122250

Position: Senior Accountant
Position no: 122250
Division: The Complete Florida Plus Program
Department: FLVC Business Operations
Employee Name: Anthony Perryman
Supervisor: Lisa Ryals

Position #: 122250

Position Title:* Senior Accountant 122250

Working Title: Senior Accountant

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC Business Operations

Work site / location: Tallahassee

Classification:* Senior Accountant

Classification: Senior Accountant

Classification Code: 1434

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: A bachelors degree in an appropriate area of specialization and three years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Position Qualifications: A bachelor's degree in an appropriate area of specialization and three years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Senior Accountant 122250	PageUp #:PD-1202

Demonstrated ability to research State of Florida Purchasing Agreements and to prepare requisitions

Knowledge of Microsoft Office products, particularly Word and Excel

Problem solving skills to assess and respond to operational needs

Ability to assist in the preparation of budget and budget requests.

Ability to analyze, review, interpret, and evaluate financial data.

Ability to create fiscal and statistical reports using Excel.

Ability to accumulate data and summarize into meaningful management information

Ability to edit and proofread printed or online data for accuracy and completeness

Ability to learn new products and grasp new techniques quickly

JOB DUTIES

Job Summary:*

The Senior Accountant is responsible for analyzing financial information and preparing financial reports, budget updates, contract management, processing, purchasing, obtaining/reviewing quotes, invoicing, ordering and other financial activities within FLVC.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless authorized by the Director of Business Operations.

Total Hours per Week:*

40

Explain variations in the workweek:

NA

Describe the types of decisions that are made in the position:*

Determination of best practice in completing tasks. Prioritization of work.

Describe the types of problems analyzed and /or solved in the position:*

General bookkeeping and accounting problems. Business practices to be accomplished.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The Senior Accountant communicates with internal staff. Communicates with external stakeholders (including vendors, agencies and other entities) on behalf of the organization. The Senior Accountant serves as vendor liaison to resolve any issues related to purchasing. contracting or payments.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

As a member of Financial Services, the Senior Accountant may have access to sensitive or confidential information throughout the process of normal business transactions. The Senior Accountant will maintain confidentiality in all aspects of responsibility (such as salary information, contract or bid specifications or proprietary information).

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

The Senior Accountant reconciles outstanding registration receivables or vendor reimbursements, equal to or less than $1,000 and assists with preparation of deposits in accordance with UWF cash management policies and procedures.

List the hardware and software applications that are required for this position:*

• Microsoft Office products (particularly Word and Excel)
• UWF systems related to finance and budgeting (Banner)

Does this position supervise line faculty or workforce employees?:*

○ Yes ● No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes ● No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Senior Accountant 122250

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Daily
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Senior Accountant 122250   PageUp #:PD-1202

45   Essential

> Assists with budget preparation for new fiscal year and updates budget changes throughout the fiscal year tracking/entering current expenditures, encumbrances and planned spending. Monitors open encumbrances and expenditures, ensuring that sufficient budget is available to cover needs. Reviews financial spreadsheets, tables, and data created by our workgroup to verify the content, modify the design of, and prepare for supervisor and Leadership Team review. Reconciles FLVC payment spreadsheet to Banner entries for budget upload. Creates cost analysis and analyzes data to find trends. Assists with year-end close out and new year start up. Compiles information for financial statements on reports for a variety of funding sources. Oversees the maintenance, reconciliation and accountability of subsidiary and department ledgers. Assist in analysis to prepare annual budget submission.

35   Essential

> Serves as contract manager and ensures compliance with various contracts, agreements, and Statements of Work. Enters and tracks contracts in JIRA for procurement and legal reviews. Addresses any questions or concerns, serving as liaison between FLVC and the vendor. Consults with staff, vendors and other organizations as needed to deliver appropriate and timely renewals and ensure no disruption of services. Monitors service and maintenance contracts to ensure timely renewals.
> Informs supervisor when noncompliance arises. Assigns/confirms appropriate accounting codes for purchases. Secondary purchase order requisition processor which entails ensuring compliance with State of Florida statutes and UWF policies and procedures for purchasing. Researches and secures quotes/bids/estimates for purchases. Searches for publicly solicited contracts through DMS or other state websites, to determine availability. Secondary approver/reconciler of P-Card transactions, ensuring compliance with policies and procedures. Monitors service and maintenance contracts to ensure timely renewals.

10   Essential

> Processes invoices, Direct Pay Requests, and PCard transactions for payment, ensuring compliance with State of Florida Statutes and UWF rules/regulations for accounting and ensuring agreement with specified contracts and agreements. Secures confirmation from purchase originator that service/materials were in satisfactory condition and accepted. Processes disbursements for employee reimbursements and vendor payments. Investigates and resolves any questions/disputes with vendors. Provides training to staff regarding purchasing system/process.

5   Essential

> Responsible for tracking expenses of each legislatively mandated project and capital outlay expense for management reports, budget forecasting, and financial audits. Processes journal entries to correct or move transactions to properly account for expenditures. Creates and maintains procurement files/records of office correspondence, documents, reports, and other materials for the purpose of ensuring the availability of documentation and compliance with established policies and guidelines.

5   Essential

> Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; communicates related information to appropriate FLVC staff. Trains internal staff on new policies, procedures, and new financial systems. Drafts, reviews, and revises workgroup procedures and guidelines in work areas, for supervisor's approval, ensuring compliance with UWF policies and procedures. Contributes to coordinated implementation of services and service delivery. Serves as back-up workgroup supervisor in his/her absence overseeing areas of workgroup responsibility.

APPROVALS

Initiator:*   Mike Brumfield

Approval process:*

HR Representative:*   Employment Team

Quality Analyst (FLVC) 122790

PageUp #:PD-1261

Department:	6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122790

Position: Quality Analyst-FLVC
Position no: 122790
Division: The Complete Florida Plus Program
Department: FLVC Process Improvement
Employee Name: Peggy Pfeifer
Supervisor: Kathy Parker

Position #:

Position Title:* Quality Analyst (FLVC) 122790

Working Title: Quality Analyst

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location:

Classification:* Quality Analyst (FLVC)

Classification: Quality Analyst (FLVC)

Classification Code: 9523

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications: Master's degree in an appropriate area of specialization, or a Bachelor's degree in an appropriate area of specialization with two (2) years of experience.

Quality Analyst (FLVC) 122790	PageUp #:PD-1261

Knowledge, skills, abilities:
•Ability to perform systematic testing of hardware and software in a Windows/Unix system environment and effectively communicate test results
•Knowledge of basic quality techniques
•Possess considerable technical aptitude and ability to learn new products and grasp new techniques quickly
•Knowledge of computer scripting languages (VBScript, JavaScript, etc.)
•Ability to design, develop, and implement test scenarios utilizing automated test tools
•Knowledge of system security, awareness of up to date industry trends and best practices
•Knowledge of technical research on related industry trends
•Ability to track, analyze, and report on products and processes
•Ability to maintain long-term strategic focus while engaging in day-to-day tasks
•Ability to re-conceptualize current practices in light of new/emerging technologies and methods
•Ability to set a tone of cooperation, efficiency, and commitment within all areas of responsibility
•Ability to maintain effective work relationships with representatives of UWF Innovation Institute-related organizations
•Ability and dexterity to perform a variety of functions at keyboard
•Ability to work a variable schedule as required, including evenings and weekends

JOB DUTIES

Job Summary:*

This position reports to the Director of Quality Management of UWF Innovation Institute. This position is a member of the Quality Management team and is located in Tallahassee. This position is responsible for performing manual and automated testing of all UWF Innovation Institute products and services. This position is required to design, develop, and implement test scenarios and to develop and deliver test results in both written and verbal formats.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:*

40

Explain variations in the workweek:

Frequent evening and weekend work is required. On-call status is required.

Describe the types of decisions that are made in the position:*

Decisions made impact the entire Quality Management team. Decisions made also have some impact on the delivery of statewide products and services.

Describe the types of problems analyzed and /or solved in the position:*

Problems analyzed are generally complex, multi-faceted, and require creative problem solving skills.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with UWF Innovation Institute staff to deliver quality reports and recommendations and also to identify internal customer requirements.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

The Quality Analyst will have access to personally identifiable information as well as limited student records. This access is used to conduct the primary duties of the position.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Productivity Tools, Project Management Tools (e.g., Planview Enterprise, ProjectPlace)

Does this position supervise line faculty or workforce employees?:*

○ Yes   ● No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes   ● No

Total Number of OPS and/or Student Employees supervised:

0

Quality Analyst (FLVC) 122790

<div align="right">PageUp #:PD-1261</div>

preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Quality Analyst (FLVC) 122790

<div align="right">PageUp #:PD-1261</div>

40		Essential
	Develops, maintains, and executes test scripts to ensure complete testing of all UWF Innovation Institute services and products.	

20		Essential
	Plans, develops, and executes functionality, performance and regression tests utilizing automated testing software where appropriate. Conducts quality reviews at pre-determined points throughout product and service life cycles; develops and maintains trend analysis of performance testing data.	

20		Essential
	Develops quality assurance reports and presentations to advise UWF Innovation Institute workgroups and teams regarding the features and functionality of tested products. Analyzes test results using basic quality tools and techniques and translates test results into concrete, actionable recommendations for product improvement.	

10		Essential
	Designs and maintains testing environments including UWF Innovation Institute's model site environment. Maintains the Quality Management test automation software and automated test scripts, using scripting languages, as necessary.	

5		Essential
	Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate UWF Innovation Institute staff; maintains effective working relationships to ensure the success of the business processes and projects.	

3		Essential
	Conducts initial quality research on new peripheral devices available for possible use with UWF Innovation Institute products and services.	

2		Essential
	Performs other duties as assigned.	

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✓ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Library Services Analyst (123080)   PageUp #:PD-33

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123080

> <u>Position: Library Services Analyst-FLVC</u>
> Position no: 123080
> Division: The Complete Florida Plus Program
> Department: FALSC ILS
> Employee Name: Gary Phillips
> Supervisor: Wendy Ellis

Position #:

Position Title:*   Library Services Analyst (123080)

Working Title: Systems Reports Specialist

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Library Services Analyst (FLVC)

> <u>Classification: Library Services Analyst (FLVC)</u>
>
> Classification Code: 9522
>
> Pay Band: Professional
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 30 Other Professionals
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Library Services Analyst (123080)

•Excellent skills in the analysis of library data and data relationships.
•Excellent problem-solving skills in general and particularly in working with library staff to achieve their desired report outcomes.
•Demonstrated ability to handle multiple tasks simultaneously with minimal supervision.
•Demonstrated aptitude for technology and ability to learn new skills quickly.
•Ability to work both independently and collaboratively with staff, faculty and vendors.
•Initiative, flexibility, and the ability to adapt and work creatively in a complex, rapidly changing environment.
•Prior work experience in an academic library or with an academic library consortium.
•Experience in management and maintenance of integrated library systems preferred.
•Familiarity with technical library services and operations preferred.
•Training or degree in computer/information technology preferred.
•Understanding of technological trends and developments relevant to academic libraries preferred.
•Experience training users of automated systems and preparing training materials.

Preferred Qualifications:*

•Master's degree in library and information science or equivalent degree from an ALA-accredited program strongly preferred.
•A minimum of 10 years experience using complex SQL queries for report creation strongly preferred.
•A minimum of 5 years development experience using Oracle Application Express strongly preferred.
•A minimum of 5 years experience with a variety of query tools including Oracle SQL Developer, MS Access and MS Query preferred.
•A minimum of five years professional experience as a librarian strongly preferred.

•Excellent skills in the analysis of library data and data relationships.
•Excellent problem-solving skills in general and particularly in working with library staff to achieve their desired report outcomes.
•Demonstrated ability to handle multiple tasks simultaneously with minimal supervision.
•Demonstrated aptitude for technology and ability to learn new skills quickly.
•Ability to work both independently and collaboratively with staff, faculty and vendors.
•Initiative, flexibility, and the ability to adapt and work creatively in a complex, rapidly changing environment.
•Prior work experience in an academic library or with an academic library consortium.
•Experience in management and maintenance of integrated library systems preferred.
•Familiarity with technical library services and operations preferred.
•Training or degree in computer/information technology preferred.
•Understanding of technological trends and developments relevant to academic libraries preferred.
•Specific skill include a working knowledge of Unix, PL/SQL, HTML, MS Excel, Power Point, and MARC21 standard preferred.
•Familiarity with online collaboration technologies such as Elluminate/Collaborate and Google Hangout preferred.
•Experience training users of automated systems and preparing training materials.

JOB DUTIES

Job Summary:*

This position is part of the Data Quality Workgroup, which helps the libraries of the public university and college systems of Florida manage and maintain the Integrated Library System.

This position is responsible for the design and testing of Data Warehouse Oracle tables, creation of HTML-based, and individual ad hoc reports to support the management, collection and day-to-day reporting needs of the libraries. Works collaboratively with other FLVC staff such as ILS librarians, DBA and programmers.

Marginal Functions:*

NA

Daily Hours (from-to):*

This position is required to work during FALSC core business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the supervisor. Some evening and weekend work may be required to maintain service production schedule or to p

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required to maintain production schedule or to participate in scheduled system maintenance and version upgrades, or as required for travel.

Library Services Analyst (123080)	PageUp #:PD-33

Describe the types of problems analyzed and /or solved in the position:*

This position is responsible for the development and implementation of policies related to their primary services and projects. S/He has the authority to communicate freely with library staff and liaisons about the development of these services and projects, can synthesize feedback from library staff and liaisons with original ideas for development, and is able to present these ideas to the supervisor and team for discussion. The employee is responsible for the execution and communication of policies related to their primary services, and has the authority to interpret as needed for the effective implementation of those policies. S/He can also develop and implement recommendations for other areas of expertise as needed.

This position is involved in the development of applications and services designed to enhance the Integrated Library System of the SULs. Collaboratively works with colleagues responsible for the development process: initial brainstorming, requirements drafting and needs assessment, coding of process and features, testing, developing policies and workflows, rolling out production services, training users, maintaining the services and eventually enhancing and growing the service.

Consequence of Error:

Describe the type of communication with internal and external sources:*

This position is responsible for meeting the requirements of the rules of the University of West Florida finance and administration; payment to vendors; payment processing guidelines, as amended, regarding the approval and/or processing of vendors' invoices and/or distribution of warrants to vendors. This position is subject to federal and state privacy regulations.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

May be responsible for proper handling of confidential and sensitive information, such as Libraries patron data and vendor data.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

• Windows PC and peripherals, networked printers, office telephone, headphone/mic
• Integrated Library System, Discovery Tool, Outlook, Microsoft Word and Excel, HelpDesk ticketing systems and online collaboration technologies such as Collaborate.
• Unix/Linux, PL/SQL, HTML, MS Excel, Power Point, Oracle Application Express.
•Variety of query tools such as Oracle SQL Developer, MS Access or MS Query.
• Online collaboration technologies such as Elluminate/Collaborate and Google Hangout.

Does this position supervise line faculty or workforce employees?:*

◯ Yes　◉ No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

◯ Yes　◉ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*

No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Library Services Analyst (123080)

PageUp #:PD-33

Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Library Services Analyst (123080)

30

Assists with the planning and implementation of the Integrated Library System by performing system configurations to support the need of the libraries throughout the state.

Essential

20

Create and maintain web-based management reports used by library faculty and staff. Design and provide ad hoc reports based on library requests, for FLVC/FALSC statistics or as needed for database analysis.

Essential

15

Create ETL specifications for Data Warehouse Oracle tables and work with Oracle DBA on implementation, testing and trouble shooting. Develop Data Warehouse and web-based reports documentation and conduct training as needed. Investigate and work with FLVC staff on options for adding non-ILS data to the Data Warehouse

Essential

10

Resolve problems identified via problem tracking software, email and telephone. This may require work outside of business hours in case of emergencies.

Essential

10

Advise and consult with library staff on issues of data maintenance and integrity. Assist in the planning and coordination of projects related to ILS. Participate in training to further develop SQL skills.

Essential

10

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

Essential

5

Performs related duties as assigned.

Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Fiscal Specialist 122280

PageUp #:PD-1206

Department:	6076-FLVC Business Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122280

Position: Fiscal Specialist
Position no: 122280
Division: The Complete Florida Plus Program
Department: FLVC Business Operations
Employee Name: Megan Piett
Supervisor: Lisa Ryals

Position #:	122280
Position Title:*	Fiscal Specialist 122280
Working Title:	Senior Fiscal Specialist

POSITION DETAILS

Division:*	The Complete Florida Plus Program
Department:*	FLVC Business Operations
Work site / location:	
Classification:*	Fiscal Specialist

Classification: Fiscal Specialist

Classification Code: 1418

Pay Band: Office/Program Support

E Class Description: 32-University Work Force NE FT

EEO Skill: 50 Clerical & Secretarial

Veteran's Preference Eligibility: Yes

FLSA: Non--Exempt

Minimum Qualifications: A high school diploma and three years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Position Qualifications: A high school diploma and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Fiscal Specialist 122280

• Demonstrated ability to research State of Florida Purchasing Agreements and to prepare requisitions
•Knowledge of Microsoft Office products, particularly Word and Excel
•Problem solving skills to assess and respond to operational needs
• Ability to assist in the preparation of budget and budget requests.
•Ability to analyze, review, interpret, and evaluate financial data.
• Ability to create fiscal and statistical reports using Excel.
• Ability to accumulate data and summarize into meaningful management information
•Ability to edit and proofread printed or online data for accuracy and completeness
•Ability to learn new products and grasp new techniques quickly

JOB DUTIES

Job Summary:*	This position is primarily responsible for FLVC's purchasing card process: approving charges per Florida State Statue and UWF rules/regulations, coding receipts, monthly reconciliations, file maintenance and purchasing card training for staff. Position is also responsible for processing invoices for payment, and providing support for accounts receivable, travel and requisition entry processes.
Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless authorized by the Director of Business Operations.
Total Hours per Week:*	40
Explain variations in the workweek:	NA
Describe the types of decisions that are made in the position:*	Determination of best practice in completing tasks. Prioritization of work.
Describe the types of problems analyzed and /or solved in the position:*	General bookkeeping and accounting problems. Business practices to be accomplished.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The Fiscal Specialist communicates with internal staff.
	Communicates with external stakeholders (including vendors, agencies and other entities) on behalf of the organization. The Fiscal Specialist serves as vendor liaison to resolve any issues related to purchasing, travel arrangements or payments.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	As a member of Financial Services, the Fiscal Specialist may have access to sensitive or confidential information throughout the process of normal business transactions. The Fiscal Specialist will maintain confidentiality in all aspects of responsibility (such as salary information, contract or bid specifications or proprietary information).
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	•Microsoft Office products (particularly Word and Excel) •UWF systems related to finance and budgeting (Banner)
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ● No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Fiscal Specialist 122280

<div align="right">PageUp #:PD-1206</div>

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Daily
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Fiscal Specialist 122280

PageUp #:PD-1206

		Essential
60	Approves and/or verifies/reconciles all FLVC purchasing card charges posted to Banner system within the allowable 14- day period to avoid an audit finding. Reviews each receipt to confirm purchase was allowable under State of Florida Statues and UWF rules/regulations. Confirms sales taxes were not charged, correct vendor, account coding, business purpose, appropriate signatures and supporting documentation are included. Maintains electronic and hardcopy records per UWF Record's Retention policy. Provides purchasing card training and refresher training to staff to ensure compliance to state and university regulations. Provides exceptional customer service to vendors and staff.	
20	Performs invoicing functions. Processes invoices and PCard transactions for payment, ensuring compliance with State of Florida and University of West Florida rules/regulations. Secures confirmation from purchase originator that service/materials were received in satisfactory condition and accepted before processing payment. Processes disbursements for employee reimbursements, direct pays and vendor payments. Investigates and resolves any questions/disputes with vendors or UWF Accounts Payables regarding payments.	Essential
10	Provides back-up support to travel office as needed to ensure timely service. Assists with processing of journal entries as required to correct purchasing card posting errors. Works with Financial Services staff to track service and maintenance contracts to ensure timely renewals. Assists with contract processing and consults with staff, vendors and other organizations as needed to deliver appropriate and timely service. Serves as back-up to process purchase requisitions.	Essential
8	Works with Financial Services event staff to request/prepare registration links for event payments. Prepare invoices for registration fees and process refunds when required. Prepare event close out reconciliation at event end to balance revenues received to expenses.	Essential
2	Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. Performs other duties as assigned.	Essential

APPROVALS

Initiator:* Jamie Sprague

Approval process:* Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* Jamie Sprague

Help Desk Analyst (122430)

PageUp #:PD-1222

Department: 6060-FLVC DL Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122430

Position: Help Desk Analyst

Position no: 122430
Division: The Complete Florida Plus Program
Department: FLVC FloridaShines Operations
Employee Name: Stevan Polansky
Supervisor: Nashla Dawahre

Position #:

Position Title:* Help Desk Analyst (122430)

Working Title: Help Desk Analyst

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DL Operations

Work site / location:

Classification:* Help Desk Analyst

Classification: Help Desk Analyst

Classification Code: 9475

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.

Preferred Qualifications:* Knowledge Requirements:
Information Systems Operation, Networking, PC Application Support, Training-Technical, Technical Support, Technical Writing, Office, PC Applications Web Design

JOB DUTIES

| Help Desk Analyst (122430) | PageUp #:PD-1222 |

projects; tracking status of web development projects; and providing training to institution staff on FLVC Student Services management software.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless authorized by the Assistant Director for Student Services.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required.

Describe the types of decisions that are made in the position:*

The types of decisions made in the position include certifying institution functionality and data, assisting with strategic planning, policy and procedure decisions, and making decisions impacting our customers (post-secondary educational institutions).

Describe the types of problems analyzed and /or solved in the position:*

The types of problem analyzed and/or solved in this position are resolving problems with the web-based applications, debugging issues related to networking and advising systems, and assisting internal and external users with complex access issues.

Consequence of Error:

Describe the type of communication with internal and external sources:*

This position responds to questions and issues from students, faculty and staff from all public colleges and universities in the state as well as the general public, high school students, advisors and the Florida Department of Education staff, in order to answer questions with accuracy and timeliness.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

The types of confidential or sensitive information handled by this position include student data and transcripts for research purposes.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Office and call center standard hardware, including personal computers, telephone and telephony peripherals, printers and copiers Office and call center standard software, including Microsoft Office, email, case management software (CRM). Additional applications: Oracle tools and FLVC-developed applications for student services and distance learning

Does this position supervise line faculty or workforce employees?:*

○ Yes   ◉ No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes   ◉ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*

No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Help Desk Analyst (122430)

PageUp #:PD-1222

Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Help Desk Analyst (122430)   PageUp #:PD-1222

20		Essential
	Creates emails to and responds to email from internal, institutional, and external contacts concerning site development and statuses.	

20		Essential
	Troubleshoots/debugs technical support issues/problems reported to helpdesk concerning such areas as FLVC's Student Services encrypted network and institutions response to requests.	

15		Essential
	Creates training and procedural documentation for internal and external use.	

10		Essential
	Provides training to institutional contacts on how to use FLVC Student Services management tools such as Transient Forms Administration and PoweTools.	

10		Essential
	Performs quality assurance testing of FLVC Student Services website.	

5		Essential
	Tracks development changes with Rational ClearQuest change management system.	

5		Essential
	Tracks project statuses with Excel spreadsheets.	

5		Essential
	Monitors FLVC Student Service servers. Manages external web links. Manages contacts and distribution lists. Monitor emails for automatic system error notifications. Assist with management of user related email and issue troubleshooting.	

5		Essential
	Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	

5		Essential
	Other duties as assigned.	

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Data Analyst 123050 PageUp #:PD-30

Department: 6092-FLVC Process Improvement

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123050

Position: Data Analyst
Position no: 123050
Division: The Complete Florida Plus Program
Department: FLVC Process Improvement
Employee Name: Michael Porter
Supervisor: Kathy Parker

Position #:

Position Title:* Data Analyst 123050

Working Title: Data Analyst

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC Process Improvement

Work site / location:

Classification:* Data Analyst

Classification: Data Analyst

Classification Code: 9335

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications:

Preferred Qualifications:* Proven experience with report writing and technical requirements analysis, business process modeling/mapping, methodology development, and data modeling. Proven experience with reporting tools, software, and other applications, including Tableau. Considerable exposure to the operation and analysis of Oracle and SQL relational database and standards, as well as data retrieval methodologies. Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flowcharts.

JOB DUTIES

| Data Analyst 123050 | PageUp #:PD-30 |

primarily in Tableau, assisting with data integrity, verification and associated cleanup. The incumbent defines and documents internal business processes and definitions in Confluence and works collaboratively with all units to define data needs and designs reports to empower users to make informed decisions. The incumbent proposes innovative solutions to complex business needs using all available reporting tools and technologies.

Marginal Functions:* Ability to maintain confidentiality; skilled at writing meaningful analysis; possess a high level of initiative; Able to exercise independent judgement and take action on it. Excellent analytical, mathematical, and creative problem-solving skills. Excellent listening, interpersonal, written, and oral communication skills. Experience working in a team-oriented, collaborative environment, but also self-directed and task oriented; Logical and efficient, with keen attention to detail. Ability to effectively prioritize and execute tasks while under pressure. Ability to meet inflexible deadlines; remain calm during difficult situations while working under pressure and with frequent interruptions; must be able to handle multiple tasks; Strong customer service orientation. Excellent understanding of the organization's goals and objectives.

Daily Hours (from-to):* Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:* 40

Explain variations in the workweek: Frequent evening and weekend work is required. On-call status is required.

Describe the types of decisions that are made in the position:* Decisions regarding business processes that may affect data delivery are a common occurrence. Best practices and delivery methods are daily decisions and should be documented for future enhancements.

Describe the types of problems analyzed and /or solved in the position:* Problems analyzed are generally complex, multi-faceted, and require creative problem solving skills. Determine the best way to extract, manipulate, and present large amounts of data; troubleshoots missing data from reports while processing data requirements by identifying programming errors, user errors, and technical problems.

Consequence of Error:

Describe the type of communication with internal and external sources:* The position will communicate with Florida Virtual Campus staff to deliver quality reports and recommendations and identify internal customer requirements.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* The position will have access to personally identifiable information. This access is used to conduct the primary duties of the position

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: NA

List the hardware and software applications that are required for this position:* Experience in the use of microcomputers, spreadsheets, word processing, database position management, and statistical analysis packages for writing reports, analyzing data, and monitoring systems and projects. (E.g., use of Microsoft Office Suite, Tableau Business Intelligence Software, Project Place.)

Does this position supervise line faculty or workforce employees?:*   ○ Yes   ● No

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:*   ○ Yes   ● No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Data Analyst 123050	PageUp #:PD-30

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Daily
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Data Analyst 123050   PageUp #:PD-30

35		Essential
	Work with stakeholders to define business and systems requirements for new BI, analytics, and data warehousing. Ensure the efficient utilization of data resources across different business units. Oversee all reports, dashboards, and information artifacts. Facilitate system feasibility studies, proof of concepts, pilot project, and testing. Examine, refine, and develop BI metrics. Develop, implement, and maintain all key BI and data management policies and procedures, including standards, purchasing, monitoring, and service provision.	

25		Essential
	Manage the deployment, monitoring, maintenance, development, upgrade, and support of BI systems, data integration, high availability, security, and data privacy. Define the short- and long-term strategies for BI/analytics program to ensure effective delivery of information that meets current and future requirements. Analyze existing operations and make recommendations for the improvement and growth of the BI architecture. Conduct research and remain current with the latest data technologies and solutions in support of future data management procurement efforts.	

20		Essential
	Work with application development staff to coordinate the creation and management of data queries. Collaborate with unit directors, end users, development staff, and other stakeholders to integrate data mining applications with existing systems. Provide and apply quality assurance best practices for data mining/analysis services across the organization. Create data definitions for new database file/table development and/or changes to existing ones. Determine required network components to ensure data access, as well as data consistency and integrity. Develop routines for end users to facilitate best practices use of data mining tools. Collaborate with database and disaster recovery administrators to ensure effective protection and integrity of data assets. Monitor data mining system details within the database, including stored procedures and execution time, and implement efficiency improvements. Respond to and resolve data mining performance issues.	

10		Essential
	Coordinate the design and publication of FLVC online surveys, using established survey software. Works with in-house subject experts to determine appropriate content for data collection tools such as surveys. Monitors progress, and compiles, compares and validates results. Creates narrative or statistical reports for delivery in electronic format, to external and internal audiences.	

10		Essential
	Ensure change management practices conform to organization-wide standards. Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding information-based decision making. Other duties as assigned.	

APPROVALS

Initiator:*	Jamie Sprague
Approval process:*	Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*	Jamie Sprague

Enterprise Systems Engineer 122970
PageUp #:PD-21

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122970

Position: Enterprise Systems Engineer
Position no: 122970
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: Ralph Prieto
Supervisor: Ray Bogan

Position #: 122970

Position Title:* Enterprise Systems Engineer 122970

Working Title: Lead Engineer

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location: Tallahassee

Classification:* Enterprise Systems Engineer

Classification: Enterprise Systems Engineer

Classification Code: 9504

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a Bachelor's degree and six years (or more) of systems engineer/server administration work.

Enterprise Systems Engineer 122970	PageUp #:PD-21

• Experience designing and using Cloud integration services such as Azure, Office365, Active Directory (ADFS), SharePoint online, and Exchange online. Activities include managing synchronization of AD accounts, provisioning mailboxes and distribution lists, creation of SharePoint sites for individual workgroups as well as SharePoint application integration as needed.
• Extensive experience designing infrastructure solutions utilizing Microsoft Windows and Linux operating systems. Examples of such activities include strong problem solving and analysis; the use of basic utilities and commands at the operating system level; editing files in their native environment; navigating file systems; installing software, resolving issues based on system configuration; user administration (setup and maintenance);
• Extensive experience designing an Active Directory infrastructure including DNS, DHCP, AD Federated Services, Group Policy, AD DirSync, DFS file services and LDAP directory services including activities such as managing user accounts, creating group policies for managing servers and workstations, provisioning file systems using DFS, and managing DNS records.
• Extensive experience in designing storage area networks (SAN) both Fiber Channel and iSCSI arrays and switches. Examples of such activities include volume creation and deletion; zoning, presenting volumes to servers, storage replication and migration, and fault analysis.
• Experience with Virtual Infrastructure environments (VMWare and Microsoft Hyper-V) such as creating virtual servers from a template
• Extensive experience monitoring applications and systems health and analyzing results for evaluating performance and tuning of such products;
• Experience with shell scripting in PowerShell and UNIX by writing scripts in a variety of languages, such as Perl, Python, VBScript or Windows PowerShell
• Solid understanding of networking concepts.

JOB DUTIES

Job Summary:*	This position reports directly to the Assistant Director for Network and Desktop Services and is a member of the System Services workgroup located in the Tallahassee office. . This position leads the technical team by coordinating and communicating team work as assigned internally and externally with our vendors as well as analyzing and resolving complex problems involving server operating systems and applications; assists in the diagnosis and resolution of problems affecting machine hardware and/or software; assists in identification of needed support to solve user problem areas regarding system operations and productions; and provides analysis and development plans for FLVC needs.
Marginal Functions:*	In support of FLVC internal and external facing products, the Lead System Engineer is expected to also be an effective team player, manage projects, attend meetings, serve on University Task Forces, interact with outside service providers. and train and disseminate knowledge to non-technical users.
Daily Hours (from-to):*	8:00 am - 5:00 pm, Monday - Friday
Total Hours per Week:*	40
Explain variations in the workweek:	The volume of work may fluctuate depending on time of semester, hardware purchases, and project deadlines. On call for system failures and maintenance. Normally work over 40 hours per week. Job often requires working after hours, week-ends and holidays.
Describe the types of decisions that are made in the position:*	Decisions that allow for the effective and efficient use of technology to FLVC faculty and staff. Security decisions as related to the prevention of server/system and workstation breaches. Recommending which software and hardware applications would best facilitate the strategic plans and goals of the university.
Describe the types of problems analyzed and /or solved in the position:*	Software related problems pertaining to Microsoft Windows and Server products as well as Microsoft applications products. Hardware related problems that arise with servers and enterprise hardware such as SANS, Fiberchannel switches, F5 Load Balancers, etc.
Consequence of Error:	4-Would be detected & corrected prior to utilization/operation/dissemination & may be serious, requiring significant effort & time. The effect is usually confined within the university. Most work is not verified/checked except through supervisory review.
Describe the type of communication with internal and external sources:*	This position will communicate internally with FLVC staff. Most communication with outside sources pertains to vendors. Gaining knowledge or inquiries that may deal with products the university is interested in purchasing.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	Access to great deal of sensitive and confidential information data stored in electronic databases and files. Access to central computing systems, serves, and workstations.

Enterprise Systems Engineer 122970

List the hardware and software applications that are required for this position:*

Microsoft Windows Server. Red Hat Linux. VMWare and Hyper-V, MS AZure Cloud. Various other server management utilities and scripting languages.

Does this position supervise line faculty or workforce employees?:*

○ Yes   ● No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes   ● No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*

Regularly involves lifting, bending or other physical exertion. Often exposed to one or more disagreeable environmental factors, such as heat, cold, noise, dust, dirt, chemicals, etc., with often to the point of being objectionable.

Impact of deadlines of the job:*

Externally imposed deadlines set or revised on short notice. Frequent shifts in priority. Numerous interruptions requiring immediate attention. Unusual pressure on a daily basis due to accountability for success of major projects.

Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Frequently
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Enterprise Systems Engineer 122970

PageUp #:PD-21

10		Essential
	Assist in the diagnosis and resolution of problems affecting machine hardware and/or software working in conjunction with other FLVC staff or vendors.	

10		Essential
	Perform work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	

10		Essential
	Performs other duties as assigned.	

50		Essential
	Act as team lead in coordinating activities of the System Services workgroup by providing management, maintenance, monitoring, documentation and support of designated systems to ensure the integrity and availability of utility and application servers.	

20		Essential
	Provide analysis and development of plans to meet FLVC's current and future needs. Be available by beeper during off-hours to address any assigned responsibility, including answering off-hours calls for the computer systems hardware.	

APPROVALS

Initiator:*   Mike Brumfield

Approval process:*   4 Approvers - existing JD

1. 1st Approver:	Ricardo Chu ✔ Approved Feb 22, 2020	
2. 2nd Approver:	Geri Genovese ✔ Approved Feb 24, 2020	
3. 3rd Approver:	Robert Dugan ✔ Approved Feb 24, 2020	
4. 4th Approver:	Fawnn Harnage ✔ Approved Feb 29, 2020	
5. HR Initial Review:	Employment Team ✔ Approved Mar 6, 2020	
6. Employee:	Ralph Prieto ✔ Approved Mar 6, 2020	
7. HR Final Review:	Employment Team ✔ Approved Mar 6, 2020	

HR Representative:*   Employment Team

Enterprise Systems Engineer (122830)	PageUp #:PD-1265

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122830

Position: Enterprise Systems Engineer
Position no: 122830
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: John Ridgway
Supervisor: Ray Bogan

Position #:

Position Title:* Enterprise Systems Engineer (122830)

Working Title: Systems Engineer

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location:

Classification:* Enterprise Systems Engineer

Classification: Enterprise Systems Engineer

Classification Code: 9504

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Bachelor's degree and four years (or more) of systems engineer/server administration work.

Enterprise Systems Engineer (122830)	PageUp #:PD-1265

commands at the operating system level; editing files in their native environment; navigating file systems; installing software, resolving issues based on system configuration; user administration (setup and maintenance);

• Experience monitoring applications and systems health and analyzing results for evaluating performance and tuning of such products;

• Experience with shell scripting in PowerShell and UNIX by writing scripts in a variety of languages, such as Perl, Python, VBScript or Windows PowerShell

• Experience with Virtual Infrastructure environments (VMWare and Microsoft Hyper-V) such as creating virtual servers from a template

• Solid understanding and experience with an Active Directory infrastructure including DNS, DHCP, AD Federated Services, Group Policy, AD DirSync, DFS file services and LDAP directory services including activities such as managing user accounts, creating group policies for managing servers and workstations, provisioning file systems using DFS, and managing DNS records.

• Solid understanding of Networking concepts.

• Experience using Cloud integration services such as Azure, Office365, Active Directory (ADFS), SharePoint online, and Exchange online. Activities include managing synchronization of AD accounts, provisioning mailboxes and distribution lists, creation of SharePoint sites for individual workgroups as well as SharePoint application integration as needed.

JOB DUTIES

Job Summary:*	This position reports directly to the Director of Infrastructure Services and is a member of the System Services workgroup located in the Tallahassee office. This position analyzes and resolves complex problems involving server operating systems and applications; assists in the diagnosis and resolution of problems affecting machine hardware and/or software; assists in identification of needed support to solve user problem areas regarding system operations and productions; and provides analysis and development plans for FLVC needs.
Marginal Functions:*	In support of FLVC internal and external facing products, the System Engineer is expected to also be an effective team player, manage projects, attend meetings, serve on University Task Forces, interact with outside service providers. and train and disseminate knowledge to non-technical users.
Daily Hours (from-to):*	8:00 am - 5:00 pm, Monday - Friday
Total Hours per Week:*	40
Explain variations in the workweek:	The volume of work may fluctuate depending on time of semester, hardware purchases, and project deadlines. On call for system failures and maintenance. Normally work over 40 hours per week. Job often requires working after hours, week-ends and holidays
Describe the types of decisions that are made in the position:*	Decisions that allow for the effective and efficient use of technology to FLVC faculty and staff. Security decisions as related to the prevention of server/system and workstation breaches. Recommending which software and hardware applications would best facilitate the strategic plans and goals of the university
Describe the types of problems analyzed and /or solved in the position:*	Software related problems pertaining to Microsoft Windows and Server products as well as Microsoft applications products. Hardware related problems that arise with servers.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	Access to great deal of sensitive and confidential information data stored in electronic databases and files. Access to central computing systems, servers, and workstations.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA

Enterprise Systems Engineer (122830)

PageUp #:PD-1265

List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ◉ No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

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PHYSICAL DEMANDS

Physical requirements of the job:*	Regularly involves lifting, bending or other physical exertion. Often exposed to one or more disagreeable environmental factors, such as heat, cold, noise, dust, dirt, chemicals, etc., with often to the point of being objectionable.
Impact of deadlines of the job:*	Externally imposed deadlines set or revised on short notice. Frequent shifts in priority. Numerous interruptions requiring immediate attention. Unusual pressure on a daily basis due to accountability for success of major projects.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Frequently
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

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ESSENTIAL FUNCTIONS OF THE JOB

Enterprise Systems Engineer (122830)   PageUp #:PD-1265

40   Essential

Act as systems engineer by providing management, maintenance, monitoring, documentation and support of designated server or systems to ensure the integrity and availability of utility and application servers and associated applications.

20   Essential

Assist in identification of needed support to solve user problem areas regarding system operations, production, or FLVC policies and provide appropriate solutions; participates in problem solving activities as needed.

10   Essential

Assist in the diagnosis and resolution of problems affecting machine hardware and/or software working in conjunction with other FLVC staff or vendors.

10   Essential

Provide analysis and development of plans to meet FLVC's current and future needs. Be available by beeper during off-hours to address any assigned responsibility, including answering off-hours calls for the computer systems hardware.

10   Essential

Perform work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

10   Essential

Performs other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Help Desk Analyst (122370)   PageUp #:PD-1215

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122370

<u>Position: Help Desk Analyst</u>

Position no: 122370
Division: The Complete Florida Plus Program
Department: FALSC Services
Employee Name: Erik Rivers
Supervisor: Mike Neff

Position #:

Position Title:*   Help Desk Analyst (122370)

Working Title: Help Desk Analyst

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Help Desk Analyst

<u>Classification: Help Desk Analyst</u>

Classification Code: 9475

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Must possess and maintain knowledge in the areas of (1) support center and customer service best practices; (2) experience analyzing, troubleshooting, and providing solutions to supported applications and technical issues.

Preferred Qualifications:*   • Bachelor's degree and two years of experience in libraries help desk, or IT.
• Master's degree in one of the following areas may be substituted for the required professional academic experience: Information Studies, Library Studies, Education, Distance Education, and Educational Counseling.
• Two (2) years of professional experience in an academic environment.

Help Desk Analyst (122370)	PageUp #:PD-1215

Campus. This position is responsible for (1) answering questions, troubleshooting, analyzing, diagnosing, and resolving issues related to the integrated library system, distance learning and student services applications, and internal support issues; (2) entering and updating cases in the case management system (CRM).

Marginal Functions:* NA

Daily Hours (from-to):* Monday through Friday, 8:00 a.m. to 5:00 p.m.

Total Hours per Week:* 40

Explain variations in the workweek: May require some shift rotations to accommodate the "open" hours of the Help Desk. Help Desk open hours are 8 AM – 8 PM M-F, 9 AM – 6 PM Sat, Closed Sun.

Describe the types of decisions that are made in the position:* This position makes decisions about the appropriate solution for customer issues, when to send a case to the second or third level, when to implement emergency downtime procedures, and to determine the priority and criticality of issues or problems.

Describe the types of problems analyzed and /or solved in the position:* This position analyzes customer issues and answers customers' questions regarding all of the products and services that FLVC supports. Issues range from technical to product functionality to guidance on using our tools and features.

Consequence of Error:

Describe the type of communication with internal and external sources:* This position responds to questions and issues from students, faculty and staff from all public colleges and universities in the state as well as the general public, high school students, advisors and the Florida Department of Education staff, in order to answer questions with accuracy and timeliness.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* This position has access to confidential information protected by Florida and federal law including personally identifiable information for users and library circulation records.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?: NA

List the hardware and software applications that are required for this position:* Office and call center standard hardware, including personal computers, telephone and telephony peripherals, printers and copiers Office and call center standard software, including Microsoft Office, email, case management software (CRM). Additional applications: integrated library software, FLVC-developed applications for libraries, student services, and distance learning.

Does this position supervise line faculty or workforce employees?:* ○ Yes ⦿ No

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:* ○ Yes ⦿ No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Help Desk Analyst (122370)

PageUp #:PD-1215

Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Never
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Never
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Help Desk Analyst (122370)   PageUp #:PD-1215

| 30 | Essential |

Enter and update customer questions and issues in FLVC's cloud-based case management system (CRM). Ensure that cases are responded to according to the Organizational Level Agreement with outstanding customer service. Expected to provide answers to common questions, perform routine procedures to resolve a high percentage of inquiries, and route more complex issues to a higher level of support.

| 25 | Essential |

Take follow-up actions as needed to deliver appropriate and timely assistance to customers, including research into technical documentation, simulation of software or equipment problems within FLVC's model site environment, or consultation with other FLVC staff. Report trends, concerns, root causes, and ongoing problem areas to the Help Desk Manager and notify appropriate FLVC staff.

| 20 | Essential |

May serve as second level support for other Help Desk staff. Participates as team member for projects/business processes, developing expertise to provide second-level support.

| 10 | Essential |

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

| 5 | Essential |

Reviews FLVC services, products, training and communications to ensure that it is useful and understandable for FLVC users as requested by workgroups and teams. Participate in training for all FLVC services and products.

| 5 | Essential |

Participate in training for all FLVC products and services. Learn to support all new products and services. Review documentation to ensure that it is useful and understandable for FLVC customers as requested by workgroups and teams.

| 5 | Essential |

Receives, reviews, implements, and tracks integrated library system information regarding user accounts and system parameters.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

| 1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019 |

HR Representative:*   Jamie Sprague

Administrative Specialist (122230)

PageUp #:PD-1200

Department:	6076-FLVC Business Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122230

Position: Administrative Specialist
Position no: 122230
Division: The Complete Florida Plus Program
Department: FALSC Operations
Employee Name: Susan Rodgers
Supervisor: Elijah Scott

Position #:

Position Title:* Administrative Specialist (122230)

Working Title: Administrative Specialist

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC Business Operations

Work site / location:

Classification:* Administrative Specialist

Classification: Administrative Specialist

Classification Code: 0114

Pay Band: Office/Program Support

E Class Description: 32-University Work Force NE FT

EEO Skill: 50 Clerical & Secretarial

Veteran's Preference Eligibility: Yes

FLSA: Non--Exempt

Minimum Qualifications: A high school diploma and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Position Qualifications: A high school diploma and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Administrative Specialist (122230)	PageUp #:PD-1200

Knowledge, skills, abilities:
• Ability to edit and proofread online data for accuracy and completeness.
• Ability to perform quality assurance checks on draft written material
• Ability to learn new products and grasp new techniques quickly
• Ability to perform tasks requiring attention to detail.
• Knowledge and mastery of standard office procedures and practices to include meeting planning and management, records management, office communications and business etiquette.
• Awareness of trends, issues and accepted practices in areas of responsibility.
• Skilled at minute-taking during meetings; ability to transcribe recordings for use in creating meeting minutes.
• Proficient in the use of Microsoft Office products and web browsers in a Windows/Internet environment.
• Excellent command of English language, grammar and syntax.
• Exercise initiative and judgment and makes decisions within the scope of assigned authority.
• Ability to organize meetings and work environments, with ability to plan and provide logistical support for official meetings and events involving groups of varying size.
• Ability to collect and organize data into logical format for presentations, reports, documents and other written materials
• Strong customer service orientation with analytical and problem-solving skills to assess and respond creatively to management information and support needs.
• Ability to set a tone of cooperation, efficiency, and commitment within all areas of responsibility.

JOB DUTIES

Job Summary:*
This position is responsible for providing meeting support to internal Teams, external Members Councils, and responsible for supporting executive staff. This position is a member of the Events & Logistics workgroup.

Marginal Functions:*
NA

Daily Hours (from-to):*
Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Director of Operations.

Total Hours per Week:*
40

Explain variations in the workweek:
Travel to out-of-town meetings required. Some evening and weekend work may be required.

Describe the types of decisions that are made in the position:*
Determine in-state venue for member's council meetings. Work collaboratively with coordinator to negotiate hotel and catering contracts for FLVC sponsored meetings.

Describe the types of problems analyzed and /or solved in the position:*
Work collaboratively with coordinator to set registration fees for meetings based on the costs associated with the chosen venue. Meetings are held in various locations around the state. Keeps track of committee action items. Reviews vacancies and issues call for applicants annually and as needed.

Foster relationships, establish excellent record keeping, practices and content of MC

Consequence of Error:

Describe the type of communication with internal and external sources:*
The incumbent will communicate internally with FLVC staff and leadership at the Innovation Institute.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*
May provide back-up support to the FLVC Leadership Team who are the strategic planners for FLVC. Handles confidential information/ documentation that is discussed in meetings and distributes same.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:
University Cash Collection point -- Responsible for collecting registration fees for FLVC sponsored meetings and events. Fees are paid by p-card, institutional checks, cash or personal check. Makes arrangements to accept credit card payments through the Financial Services Office. Invoices and receipts are provided to registrants. Typical meeting registration fee is $30-$50 for 60 attendees.

Backup for collecting registration fees for FLVC sponsored meetings and events.

List the hardware and software applications that are required for this position:*
• Microsoft Office Suite products (particularly Word, Excel, Power Point)
• Adobe Acrobat
• Soniclear recording software
• Web conferencing software (Scopia, Blackboard Collaborate, GoToMeeting, etc.)

Administrative Specialist (122230)	PageUp #:PD-1200

Does this position supervise OPS and/or Student Employees?:*   ○ Yes   ● No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* — Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely results would be cuts, bruises, etc.

Impact of deadlines of the job:* — Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.

Standing:* — Daily

Walking:* — Daily

Sitting:* — Daily

Reaching with hands and arms:* — Daily

Climbing or Balancing:* — Occasionally

Stooping, Kneeling, Crouching , or Crawling:* — Occasionally

Use of hands to handle objects:* — Daily

Lifting up to 10lbs.:* — Daily

Lifting up to 25lbs.:* — Occasionally

Lifting over 25lbs.:* — Never

Talking - express or exchange of ideas verbally:* — Daily

Hearing - perceive sound by ear:* — Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* — Daily

ESSENTIAL FUNCTIONS OF THE JOB

Administrative Specialist (122230)

PageUp #:PD-1200

40		Essential
	Provides direct support to FLVC external Members Council and other special teams as needed. Provides support to the chair of the members council and the Executive Committee. Takes detailed notes/minutes during meetings and utilizes dictation recording equipment to prepare transcripts for use in preparing meeting minutes; Prepares related correspondence; assembles and organizes handouts, mailings and meeting materials; utilizes meeting management skills to assist in planning and providing support for meeting breaks and meeting follow up activities; maintains official records of meeting activities; keeps others informed of activities. Works with coordinator to plan quarterly meetings includes determining venue, negotiating hotel and catering contracts, collecting registration fees, coordinating for AV/web conferencing, and traveling to out-of-town meetings.	
35		Essential
	Provides internal meeting support for internal teams and other special teams (internal or external) and workgroups as needed. Supports ongoing activities and projects of internal teams, as assigned. Develops agendas; creates minutes, reports, displays, and other team materials; documents the outcome of meetings and coordinate follow-up actions. Prepares written and verbal project status reports.	
10		Essential
	Provides direct support to executive level staff. Manage appointment calendars, organize documents for action, assist with handling sensitive telephone calls and correspondence, and generates standard correspondence or memos for signature.	
5		Essential
	Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	
10		Essential
	Performs other duties as assigned.	

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Statewide Program Assistant Director (FLVC) 122260	PageUp #:PD-1203

Department: 6076-FLVC Business Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122260

Position: Statewide Prgrm Asst. Dir-FLVC
Position no: 122260
Division: The Complete Florida Plus Program
Department: FLVC Business Operations
Employee Name: Lisa Ryals
Supervisor: Kari Nowak

Position #:   122260

Position Title:*   Statewide Program Assistant Director (FLVC) 122260

Working Title: Assistant Director, Financial Services

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC Business Operations

Work site / location: Tallahassee

Classification:*   Statewide Program Assistant Director (FLVC)

Classification: Statewide Program Assistant Director (FLVC)

Classification Code: 9528

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications: Bachelor's degree. Familiarity with complex accounting principles; ability to understand the University accounting systems; familiarity with all University policies related to hiring, purchasing, and payroll.

| Statewide Program Assistant Director (FLVC) 122260 | PageUp #:PD-1203 |

Knowledge, skills, abilities:
• Knowledge of accounting and auditing principles and procedures
• Knowledge of the methods of reviewing and analyzing financial data
• Knowledge of analytical mathematics
• Knowledge of management principles involved in strategic and operational planning and budgeting, project planning, and related reporting.
• Knowledge of the State of Florida and University of West Florida procurement statutes and regulations.
• Ability to interpret operating budgets
• Ability to analyze and critique budget requests
• Ability to assist in the preparation of budgets and budget requests
• Ability to conduct financial management analyses
• Ability to identify the strengths and weaknesses of alternative solutions and make recommendations
• Ability to analyze, review, interpret and evaluate financial data.
• Ability to create fiscal or statistical reports using spreadsheet software.
• Knowledge of basic accounting principles and concepts.
• Knowledge of internal control concepts.
• Proficiency in the use of word processing and spreadsheet software.
• Ability to learn new products and grasp new techniques quickly.

JOB DUTIES

Job Summary:*	Manages Business Operations in planning, coordinating, and facilitating the organizational strategic plan to achieve objectives and goals of the organization. Advises in financial aspects. Liaison with institutional contacts on financial and budget issues. Monitors and works directly with leadership and staff on financial issues. Supervises Financial Services workgroup. Responsible for the review and assessment of administrative compliance for the department's business operations.
Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless authorized by the Director of Business Operations.
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required.
Describe the types of decisions that are made in the position:*	Make independent financial-related decisions on a daily basis. Determination of best practice in completing tasks. Prioritization and delegation of personal and employee work.
Describe the types of problems analyzed and /or solved in the position:*	The Business Manager analyzes and reports on systems, products, and data related to finance and accounting processes supporting the strategic and action plans of the organization.
Consequence of Error:	5-Would be difficult to detect, including recommendation of unsuitable equipment/facilities resulting in excessive costs/inadequate service over an extended period. May have an adverse effect on major unit/division & impact community relations.
Describe the type of communication with internal and external sources:*	The Assistant Director communicates internally with departmental staff and University of West Florida Financial Services and Procurement departments to facilitate the financial services needs of the department.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	Extremely confidential information involving major changes for personnel, programs, and resources. This information allows for proper short and long-range planning and forecasting.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	The Assistant Director ensures department compliance with UWF's cash management policies for fiscal transactions. The Business Manager ensures appropriate separation of duties is adhered to for all monetary responsibilities. The Business Manager may receive meeting registration checks of $50 or less that are processed according to UWF's cash management policies and FLVC's receipting procedures.
List the hardware and software applications that are required for this position:*	• Productivity Tools (e.g., Microsoft Office products, particularly Word and Excel) • UWF systems related to finance and budgeting (Banner)
Does this position supervise line faculty or workforce employees?:*	◉ Yes ○ No
List the classification title and position number of the employee(s) supervised:	122220- Fiscal Specialist 122250- Fiscal Specialist 122280- Fiscal Specialist 122180 - Senior Fiscal Specialist

Statewide Program Assistant Director (FLVC) 122260

PageUp #:PD-1203

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Statewide Program Assistant Director (FLVC) 122260	PageUp #:PD-1203

40	Oversees department procurement processing, including issuance of purchase orders, invoicing, vendor and employee reimbursement payments. Reviews and evaluates compliance issues/concerns of the department's procurement process and vendor payments. Approves and/or verifies/reconciles P-Card transactions and assigns correct accounting codes. Provides input for budget preparation activities. Provides assistance with SoW creation and bid solicitations. Works closely with workgroup staff to ensure financial processing is efficient and addresses any issues that arise. Ensures department compliance with State of Florida statutes and UWF policies/procedures in all aspects of work assigned.	Essential
25	Provides leadership, organization and direct oversight of assigned staff; plans and approves workloads, approves leave, follows up with employees to ensure they have the tools and skills to complete assigned work/tasks, prepares evaluations and employee goals, represents workgroup at internal and external meetings, and manages overall performance of assigned staff.	Essential
10	Analyzes, develops, and implements procedural improvements for the procurement process to ensure compliance with State of Florida statutes and UWF policies/procedures. Prepares documentation to train staff on operational procedures for the procurement process.	Essential
10	Monitors service and maintenance contracts to ensure timely renewals. Assists with contract processing/management and consults with staff, vendors and other organizations as needed to deliver appropriate and timely renewals and ensure no disruption of services. Tracks each legislatively mandated project and capital outlay expenses for management reports, budget forecasting and financial audits.	Essential
5	Researches and secures quotes/bids/estimates for purchases, provides cost analysis/comparisons for equipment and services when required. Serves as a vendor liaison to resolve any issues related to procurement, payment disputes, etc.	Essential
5	Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines.	Essential
5	Performs other duties as assigned.	Essential

APPROVALS

Initiator:*	Robert Dugan
Approval process:*	1 Approver - existing JD

1. 1st Approver:	Kari Nowak ✔ Approved May 15, 2020
2. HR Initial Review:	Employment Team ✔ Approved May 19, 2020
3. Employee:	Lisa Ryals ✔ Approved May 19, 2020
4. HR Final Review:	Employment Team ✔ Approved May 19, 2020

Statewide Program Assistant Director (FLVC) 122260

PageUp #:PD-1203

Lead Data Management Engineer (122840)

PageUp #:PD-1266

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122840

Position: Lead Data Mgmt. Engineer-FLVC

 Position no: 122840
 Division: The Complete Florida Plus Program
 Department: FALSC ILS
 Employee Name: John Sandstrum
 Supervisor: Wendy Ellis

Position #:

Position Title:* Lead Data Management Engineer (122840)

Working Title: Data Operations Consultant

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FALSC Operations

Work site / location:

Classification:* Lead Data Management Engineer (FLVC)

Classification: Lead Data Management Engineer (FLVC)

Classification Code: 9525

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications: NA

Lead Data Management Engineer (122840)	PageUp #:PD-1266

• Excellent written and verbal communication skills.
• Demonstrated ability to handle multiple tasks simultaneously with minimal supervision.
• Demonstrated aptitude for technology and ability to learn new skills quickly.
• Prior work experience in an academic library setting, or familiarity with technical library services and operations.
• Knowledge, skills, abilities:
o In-depth knowledge of systems-level library automation environments, system database structures and FLVC-related software.
o Knowledge of Metadata structures.
o Strong customer service orientation
o Strong analytical and problem-solving skills to assess and respond creatively to technical challenges.
o Working knowledge of Unix, OpenURL standard, MARC21 and other metadata standards.
o Knowledge of a scripting language to manipulate data and text files.
o Awareness of technological trends, issues, and accepted practices in areas of responsibility.
o Technical aptitude and ability to learn new products and grasp new techniques quickly.

JOB DUTIES

Job Summary:*	This position is a member of the Data Quality workgroup. This position coordinates activity which includes batch loading of records and extraction of Metadata, and batch changes to database records; leads troubleshooting efforts for database issues to resolve software problems; monitors, investigates, tests and evaluates potential new or enhanced FALSC services and products to determine and document feasibility, functional requirements and product features; provides leadership for FALSC services and related maintenance and development projects; and provides ongoing support for libraries' request for operational information and identifies problem areas for system functionality and seeks solutions.
Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required to maintain production schedule or to participate in scheduled system maintenance, or as required for travel.
Describe the types of decisions that are made in the position:*	Exercises creativity in designing new applications and new features to existing applications to ensure that needs of users are met. Leads and directs the work of project teams in an agile work environment. Encourages library staff to implement responsible database maintenance best practices. Collaborates on developing and implementing strategies for achieving organizational and departmental goals and initiatives. Determines system resource availability in order to properly schedule processes in online system.
Describe the types of problems analyzed and /or solved in the position:*	Responsible for the development and implementation of policies related to the incumbent's primary services and projects. Has the authority to communicate freely with library affiliates and liaisons about the development of these services and projects, can synthesize feedback from the affiliates and liaisons with original ideas for development, and is able to present these ideas to the supervisor and team for discussion. Responsible for the execution and communication of policies related to their primary services, and has the authority to interpret as needed for the effective implementation of those policies. Also develops and implements recommendations for other areas of expertise as needed.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC and FALSC staff in order to coordinate activities.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	The incumbent will have access to student data in the process of loading that data into the system.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	Hardware: PC and related peripherals; telephone. Software: Integrated library system; MARC Editing Software, standard PC office software (i.e., MS Office suite, Google docs, etc.)

Lead Data Management Engineer (122840)

PageUp #:PD-1266

Does this position supervise OPS and/or Student Employees?:*

○ Yes　◉ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Lead Data Management Engineer (122840)

PageUp #:PD-1266

20

Coordinates Library Automated Processing Service (LAPS) activity, which includes the batch loading of borrower and Metadata records. It also includes the extraction of Metadata; batch changes to database records; and various other database maintenance activities.

Essential

15

Leads troubleshooting efforts in regards to database issues, including connection to external databases within the library management software. Works with other FALSC staff to investigate and resolve software problems as it pertains to the library database.

Essential

15

Monitors, investigates, tests and evaluates potential new or enhanced library-related services and products as needed. Determines and documents feasibility, functional requirements, and product features. Recommends appropriate implementation strategies for user needs and FALSC resources.

Essential

15

Provides leadership for FALSC products and services for maintenance and development projects as designated. Coordinates all aspects of service/product design, development, delivery and resource utilization within FALSC's team processes to ensure timely and effective implementation.

Essential

15

Provides ongoing support for FALSC libraries' requests for operational information, via telephone, e-mail, etc. Identifies user problem areas regarding system functionality and seeks appropriate solutions.

Essential

10

Consults with FLVC staff, vendors and other organizations as needed to deliver appropriate and timely services to LINCC users. Keeps other FLVC staff informed of system performance quality, user needs, and other factors that affect service delivery

Essential

5

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

Essential

5

Performs other duties as needed/required.

Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Lead Help Desk Analyst 122380

PageUp #:PD-1217

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122380

Position: Lead Help Desk Analyst
  Position no: 122380
  Division: The Complete Florida Plus Program
  Department: FALSC Services
  Employee Name: Karen Sandstrum
  Supervisor: Mike Neff

Position #:

Position Title:* Lead Help Desk Analyst 122380

Working Title: Lead Help Desk Analyst

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FALSC Operations

Work site / location:

Classification:* Lead Help Desk Analyst

Classification: Lead Help Desk Analyst

Classification Code: 9512

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: Must possess and maintain knowledge in the areas of (1) mentoring others; (2) support center and customer service best practices; (3) experience analyzing, troubleshooting, and providing solutions to supported applications and technical issues.

Preferred Qualifications:* • Bachelor's degree and two years of experience in libraries help desk, or IT.
• Master's degree in one of the following areas may be substituted for the required professional academic experience: Information Studies, Library Studies, Education, Distance Education, and Educational Counseling.
• Two (2) years of professional experience in an academic environment.

Lead Help Desk Analyst 122380   PageUp #:PD-1217

Florida Virtual Campus and is located at Headquarters in the Tallahassee Office. The incumbent is responsible for (1) serving as backup manager in the absence of the Help Desk Manager; (2) answering questions, troubleshooting, analyzing, diagnosing, and resolving issues related to the integrated library system, distance learning and student services applications, and internal support issues; (3) entering and updating cases in the case management system (CRM); (4) assisting with training and mentoring Help Desk staff; and (5) serving as second line support for all areas of Help Desk case work.

Marginal Functions:*   NA

Daily Hours (from-to):*   Monday through Friday, 8:00 a.m. to 5:00 p.m.

Total Hours per Week:*   40

Explain variations in the workweek: May require some shift rotations to accommodate the "open" hours of the Help Desk. Help Desk open hours are 8 AM – 8 PM M-F, 9 AM – 6 PM Sat, Closed Sun.

Describe the types of decisions that are made in the position:*   This position makes decisions about the appropriate solution for customer issues, when to send a case to the second or third level, when to implement emergency downtime procedures, and to determine the priority and criticality of issues or problems.

Describe the types of problems analyzed and /or solved in the position:*   This position analyzes customer issues and answers customers' questions regarding all of the products and services that FLVC supports. Issues range from technical to product functionality to guidance on using our tools and features.

Consequence of Error:

Describe the type of communication with internal and external sources:*   This position responds to questions and issues from students, faculty and staff from all public colleges and universities in the state as well as the general public, high school students, advisors and the Florida Department of Education staff, in order to answer questions with accuracy and timeliness.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*   This position has access to confidential information protected by Florida and federal law including personally identifiable information for users and library circulation records.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:   NA

List the hardware and software applications that are required for this position:*   Office and call center standard hardware, including personal computers, telephone and telephony peripherals, printers and copiers Office and call center standard software, including Microsoft Office, email, case management software (CRM). Additional applications: integrated library software, FLVC-developed applications for libraries, student services, and distance learning.

Does this position supervise line faculty or workforce employees?:*   ◯ Yes   ⦿ No

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:*   ◯ Yes   ⦿ No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

- ☐ This position is eligible for veteran's preference
- ☐ This position requires a Child Care provider security check
- ☐ This position requires fingerprinting
- ☐ This position is responsible for meeting requirements of FS 215.422
- ☐ This position requires a post-offer employment physical
- ☑ This position requires a criminal background screen
- ☐ This position requires a valid driver's license
- ☐ This position requires licensure, certification, or other described in the Special Instructions

Lead Help Desk Analyst 122380

PageUp #:PD-1217

	comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Never
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Daily
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Lead Help Desk Analyst 122380

PageUp #:PD-1217

25	Enter and update customer questions and issues in FLVC's cloud-based case management system (CRM). Ensure that cases are responded to according to the Organizational Level Agreement with outstanding customer service. Expected to provide answers to common questions, perform routine procedures to resolve a high percentage of inquiries, and route more complex issues to a higher level of support.	Essential
25	Take follow-up actions as needed to deliver appropriate and timely assistance to customers, including research into technical documentation, simulation of software or equipment problems within FLVC's model site environment, or consultation with other FLVC staff. Report trends, concerns, root causes, and ongoing problem areas to the Help Desk Manager and notify appropriate FLVC staff.	Essential
20	May serve as second level support for other Help Desk staff. Participates as team member for projects/business processes, developing expertise to provide second-level support.	Essential
15	Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	Essential
5	Participates in training for all FLVC products and services. Learns to support all new products and services. Reviews documentation to ensure that it is useful and understandable for FLVC customers as requested by workgroups and teams.	Essential
5	Receives, reviews, implements, and tracks integrated library system information regarding user accounts and system parameters.	Essential
5	Acts as help desk manager in absence of Help Desk Manager and Director of Library Support and Training.	Essential

APPROVALS

Initiator:*　　　　　　　　　　　　　Jamie Sprague

Approval process:*　　　　　　　　　Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✅ Approved Dec 10, 2019

HR Representative:*　　　　　　　　　Jamie Sprague

Executive Director 123000

PageUp #:PD-25

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123000

Position: Executive Director

Position no: 123000
Division: The Complete Florida Plus Program
Department: FALSC Operations
Employee Name: Elijah Scott
Supervisor: Kari Nowak

Position #:

Position Title:* Executive Director 123000

Working Title: FALSC Executive Director

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FALSC Operations

Work site / location:

Classification:* Executive Director

Classification: Executive Director

Classification Code: 9255

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and six years of directly related professional experience; or a bachelors degree in an appropriate area of specialization and eight years of directly related professional experience.

Executive Director 123000	PageUp #:PD-25

• Demonstrated executive leadership skills including success in managing, mentoring and motivating staff; minimum of five years supervisory and management experience in academic libraries or library consortia.
• Commitment to diversity and a strong understanding of the contributions that a diverse workforce brings to the workplace.
• Ability to work successfully in a highly collaborative environment and to function as a member of a strong leadership team and councils.
• Success in managing budgets and large-scale projects.
• Someone who is a visionary library leader, who has worked with and can implement innovative library services.
• Excellent oral and written interpersonal communication skills and
• Willingness to travel regularly within and outside Florida to support FALSC activity.

Preferred Qualifications:*

• Ability to secure external funding.
• Record of research, publications and/or professional contributions.
• Experience with assessment and evaluation methods to ensure data-driven decision-making.
Master's required, terminal degree preferred.

JOB DUTIES

Job Summary:*

The Executive Director of the Florida Academic Library Services Cooperative (FALSC) provides dynamic, experienced executive leadership to support Florida's college and university academic and research libraries, builds on the future focused direction of academic libraries to advance institutional missions through collaboration and innovation, promotes shared information resources and services that support library professionals across the state. The Executive Director is responsible for sustaining FALSC as a vital consortium meeting the needs of 40 colleges and universities in digital library resource sharing, the application and development of information services and the implementation of Florida's Next Generation Integrated Library System.

Marginal Functions:*
NA

Daily Hours (from-to):*
Monday through Friday, 8:00 a.m. to 5:00 p.m. Some evening and weekend work may be required.

Total Hours per Week:*
40

Explain variations in the workweek:
NA

Describe the types of decisions that are made in the position:*
High level and complex decisions related to statewide services, initiatives, policies, and implementation. Multiple constituencies and systems involved in strategic planning and implementation that must be considered.

Describe the types of problems analyzed and /or solved in the position:*
Complex and large-scale problems related to statewide systems, user groups, projects and initiatives.

Consequence of Error:

Describe the type of communication with internal and external sources:*
Works primarily with internal FLVC staff and leadership team at the Innovation Institute for day-to-day operations, projects, and initiatives.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*
Access to staff information, including salary, evaluations. Will be part of contract negotiations and evaluations. As Executive Director, various other types of confidential data will be available for decision making.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:
The incumbent will work collaboratively to lead FLVC Leadership Team to develop budgets and prepare fiscal reports as needed. The incumbent will maintain sound fiscal practices in the establishment and execution of FLVC business functions.

List the hardware and software applications that are required for this position:*
Productivity Tools
Library Software/Systems
Large-scale Integrated Software Applications

Does this position supervise line faculty or workforce employees?:*
◉ Yes   ○ No

List the classification title and position number of the employee(s) supervised:
Coordinator of Special Projects, ILS 122490-00
Director of E-Resources and Digital Services 122520-00
Director of Library Support and Training 122610-00
Director of Integrated Library Services 123160-00

| Executive Director 123000 | PageUp #:PD-25 |

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:* Externally imposed deadlines set or revised on short notice. Frequent shifts in priority. Numerous interruptions requiring immediate attention. Unusual pressure on a daily basis due to accountability for success of major projects.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Reaching with hands and arms:* Daily

Climbing or Balancing:* Occasionally

Stooping, Kneeling, Crouching , or Crawling:* Occasionally

Use of hands to handle objects:* Daily

Lifting up to 10lbs.:* Daily

Lifting up to 25lbs.:* Occasionally

Lifting over 25lbs.:* Occasionally

Talking - express or exchange of ideas verbally:* Daily

Hearing - perceive sound by ear:* Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* Daily

ESSENTIAL FUNCTIONS OF THE JOB

JOB DUTIES

% of time	Description of Duty	Essential

Executive Director 123000	PageUp #:PD-25

planning that has occurs in partnership with FALSC member institutions and FALSC staff.
• Identify and guide the development of new programs and services to meet the evolving needs of the membership.
• Develop and maintain relationships with other consortia, with the leadership of key state agencies and organizations, with potential funding sponsors, and other interest groups or constituencies.
• Represent the needs of Florida academic libraries and their users to state officials and agencies, the higher education community and other stakeholders.

35		Essential

Operational Infrastructure: Customer Service, Technology and Finance

• Seek the necessary financial resources and identifies new potential funding to support the programs of FALSC. This may include legislative requests as well as collaborative contracts, grants, foundation funding and potential gifts.
• Administer overall operations as well as supporting new and existing staff within an environment by mentoring, supporting and maintaining a strong sense of teamwork.
• Oversee the development of the budget and financial management as chief decision maker for all library services activity.
• Consult and collaborate regularly with the FLVC Division of Information Technology in support of major implementations and ongoing management of vital library support services.
• Ensure the highest excellence, quality and value of the programs and services provided by FALSC to its members.
• Sustain and expand the culture of outstanding service to member libraries.

20		Essential

Consultation and Collaboration

• Consult and communicate regularly with the FALSC Executive Committee and membership of FALSC and provide timely and comprehensive reporting on the activities of the consortium.
• Consult and communicate regularly with the Florida Virtual Campus Executive Advisory Council in support of statewide direction and overall support from academic leaders in Florida.

10		Essential

Communication

• Ensure sustained communications with staff and member institutions in Florida for informational updates, dialog and ongoing problem solving around issues of impact and interest.

• Represent FALSC in person and in communications with a broad range of constituencies within the state, region, and nation.

5		Essential

Other duties as assigned.

APPROVALS

Initiator:* Jamie Sprague

Approval process:* Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* Jamie Sprague

Enterprise Systems Engineer (125830)	PageUp #:PD-215

Department:　　　　　　　　　　6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number:　　　　　　　　125830

Position: Enterprise Systems Engineer
Position no: 125830
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: Chance Smith
Supervisor: Ray Bogan

Position #:

Position Title:***　　　　　　　　Enterprise Systems Engineer (125830)

Working Title:　　　　　　　　　　Systems Engineer

POSITION DETAILS

Division:***　　　　　　　　　　　The Complete Florida Plus Program

Department:***　　　　　　　　　　FLVC DOIT Operations

Work site / location:

Classification:***　　　　　　　　Enterprise Systems Engineer

Classification: Enterprise Systems Engineer

Classification Code: 9504

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications:　　　　　　Bachelor's degree and four years (or more) of systems engineer/server administration work.

Enterprise Systems Engineer (125830)	PageUp #:PD-215

Examples of such activities include strong problem solving and analysis; the use of basic utilities and commands at the operating system level; editing files in their native environment; navigating file systems; installing software, resolving issues based on system configuration; user administration (setup and maintenance);

• Experience monitoring applications and systems health and analyzing results for evaluating performance and tuning of such products;

• Experience with shell scripting in PowerShell and UNIX by writing scripts in a variety of languages, such as Perl, Python, VBScript or Windows PowerShell

• Experience with Virtual Infrastructure environments (VMWare and Microsoft Hyper-V) such as creating virtual servers from a template

• Solid understanding and experience with an Active Directory infrastructure including DNS, DHCP, AD Federated Services, Group Policy, AD DirSync, DFS file services and LDAP directory services including activities such as managing user accounts, creating group policies for managing servers and workstations, provisioning file systems using DFS, and managing DNS records.

• Solid understanding of Networking concepts.

• Experience using Cloud integration services such as Azure, Office365, Active Directory (ADFS), SharePoint online, and Exchange online. Activities include managing synchronization of AD accounts, provisioning mailboxes and distribution lists, creation of SharePoint sites for individual workgroups as well as SharePoint application integration as needed.

JOB DUTIES

Job Summary:*	This position reports directly to the Director of Infrastructure Services and is a member of the System Services workgroup located in the Tallahassee office. This position analyzes and resolves complex problems involving server operating systems and applications; assists in the diagnosis and resolution of problems affecting machine hardware and/or software; assists in identification of needed support to solve user problem areas regarding system operations and productions; and provides analysis and development plans for FLVC needs.
Marginal Functions:*	In support of FLVC internal and external facing products, the System Engineer is expected to also be an effective team player, manage projects, attend meetings, serve on University Task Forces, interact with outside service providers and train and disseminate knowledge to non-technical users.
Daily Hours (from-to):*	8:00 am - 5:00 pm, Monday - Friday
Total Hours per Week:*	40
Explain variations in the workweek:	The volume of work may fluctuate depending on time of semester, hardware
Describe the types of decisions that are made in the position:*	Decisions that allow for the effective and efficient use of technology to FLVC faculty and staff. Security decisions as related to the prevention of server/system and workstation breaches. Recommending which software and hardware applications would best facilitate the strategic plans and goals of the university.
Describe the types of problems analyzed and /or solved in the position:*	Software related problems pertaining to Microsoft Windows and Server products as well as Microsoft applications products. Hardware related problems that arise with servers.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	Access to great deal of sensitive and confidential information data stored in electronic databases and files. Access to central computing systems, serves, and workstations.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA

Enterprise Systems Engineer (125830)

PageUp #:PD-215

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:* ○ Yes ● No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☑ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* Regularly involves lifting, bending or other physical exertion. Often exposed to one or more disagreeable environmental factors, such as heat, cold, noise, dust, dirt, chemicals, etc., with often to the point of being objectionable.

Impact of deadlines of the job:* Externally imposed deadlines set or revised on short notice. Frequent shifts in priority. Numerous interruptions requiring immediate attention. Unusual pressure on a daily basis due to accountability for success of major projects.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Reaching with hands and arms:* Daily

Climbing or Balancing:* Occasionally

Stooping, Kneeling, Crouching , or Crawling:* Occasionally

Use of hands to handle objects:* Daily

Lifting up to 10lbs.:* Daily

Lifting up to 25lbs.:* Frequently

Lifting over 25lbs.:* Occasionally

Talking - express or exchange of ideas verbally:* Daily

Hearing - perceive sound by ear:* Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* Daily

ESSENTIAL FUNCTIONS OF THE JOB

Enterprise Systems Engineer (125830)

PageUp #:PD-215

40		Essential
	Act as systems engineer by providing management, maintenance, monitoring, documentation and support of designated server or systems to ensure the integrity and availability of utility and application servers and associated applications.	

20		Essential
	Assist in identification of needed support to solve user problem areas regarding system operations, production, or FLVC policies and provide appropriate solutions; participates in problem solving activities as needed.	

10		Essential
	Assist in the diagnosis and resolution of problems affecting machine hardware and/or software working in conjunction with other FLVC staff or vendors.	

10		Essential
	Provide analysis and development of plans to meet FLVC's current and future needs. Be available by beeper during off-hours to address any assigned responsibility, including answering off-hours calls for the computer systems hardware.	

10		Essential
	Perform work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	

10		Essential
	Perform other duties as assigned.	

APPROVALS

Initiator:* Jamie Sprague

Approval process:* Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* Jamie Sprague

Software Applications Engineer 122850	PageUp #:PD-1267

Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122850

> Position: Software Applications Engineer
> Position no: 122850
> Division: The Complete Florida Plus Program
> Department: FLVC DOIT Operations
> Employee Name: Ned Stewart
> Supervisor: Sheeba Duty

Position #: 122850

Position Title:* Software Applications Engineer 122850

Working Title: Software Applications Engineer

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location: Gainesville

Classification:* Software Applications Engineer

> Classification: Software Applications Engineer
>
> Classification Code: 9485
>
> Pay Band: Professional
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 30 Other Professionals
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: •Experience with Agile and other modern software development paradigms and methods.
• Knowledge of Java, JSP, C and/or C++, or equivalent high level programming language strongly preferred.
• Demonstrated ability to translate requirements into effective and efficient software functional designs.

Preferred Qualifications:* • Four or more years' software development experience strongly preferred.
• At least two years' experience with relational database systems such as Oracle and SQLServer.

JOB DUTIES

Software Applications Engineer 122850

PageUp #:PD-1267

Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required. May have on-call status responsibilities.
Describe the types of decisions that are made in the position:*	Decisions regarding the best methods to use in creating software functions and designing software code.
Describe the types of problems analyzed and /or solved in the position:*	Problems of malfunctioning software features; debugging computer code; understanding and modifying code written by others; integrating vendor-supplied software into FLVC software systems.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	This position may at times have access to personal and confidential information of Florida students and higher education employees when resolving software malfunction issues.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	Computer workstation. Programming languages, tools, and systems used by FLVC. Collaboration, project management, testing, software deployment, and other software platforms used by FLVC. Database management platforms such as Oracle and Microsoft SQLServer.
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ● No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily

Software Applications Engineer 122850

PageUp #:PD-1267

Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

JOB DUTIES

% of time	Description of Duty	Essential
30	Develop or modify existing software applications as needed in support of assigned service of responsibility. Codes, tests, debugs, analyzes, and documents these programs in accordance with procedures. Assists with formalizing procedures where procedures are not clearly documented.	Essential
25	Develops application functionality that integrates with client/server applications and production environments. Works closely with other staff to understand business objectives and system requirements. Analyzes proposed or existing applications; recommends design features and functionality that meet user needs and optimizes performance, efficiency, and effectiveness.	Essential
15	Provides guidance for products and services for maintenance and development projects as designated. Participates in all aspects of service/product design, development, delivery and resource utilization within team processes to ensure timely and effective implementation. Coaches and mentors other development staff.	Essential
15	Works with staff and/or vendor technical personnel as needed to investigate and resolve application software problems. Keeps other staff informed of the status of problem resolution efforts. Provides on call support.	Essential
10	Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. Utilization of troubleshooting and diagnostic skills.	Essential
5	Performs other duties as assigned.	Essential

APPROVALS

Initiator:*	Mike Brumfield
Approval process:*	3 Approvers - existing JD

Software Applications Engineer 122850

PageUp #:PD-1267

4. HR Initial Review:	Employment Team ✔ Approved Feb 4, 2020	
5. Employee:	Ned Stewart ✔ Approved Feb 4, 2020	
6. HR Final Review:	Employment Team ✔ Approved Feb 4, 2020	

HR Representative:*   Employment Team

Data Management Engineer (122440)   PageUp #:PD-1223

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122440

> Position: Data Management Engineer-FLVC
> Position no: 122440
> Division: The Complete Florida Plus Program
> Department: FALSC ILS
> Employee Name: Melissa Stinson
> Supervisor: Wendy Ellis

Position #:

Position Title:*   Data Management Engineer (122440)

Working Title: Data Management Specialist

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Data Management Engineer (FLVC)

> Classification: Data Management Engineer (FLVC)
>
> Classification Code: 9524
>
> Pay Band: Professional
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 30 Other Professionals
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications: Master's degree in an appropriate area of specialization, or a Bachelor's degree in an appropriate area of specialization with two (2) years of experience.

Preferred Qualifications:* Experience cataloging or organizing library data
•Experience with Machine Readable Cataloging (MARC) data.
•Ability to perform time-sensitive and complex tasks, within a dynamic team environment.
•Demonstrated ability to search, retrieve and edit complex bibliographic records
•Experience with using the international bibliographic (OCLC) database

JOB DUTIES

Data Management Engineer (122440)

PageUp #:PD-1223

Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required upon approval of supervisor.
Describe the types of decisions that are made in the position:*	Using established standards determines accuracy of records to use in removing duplicates. Determines system resource availability in order to properly schedule loading of records.
Describe the types of problems analyzed and /or solved in the position:*	Determines whether records are duplicate and which record to keep if it is duplicated.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	The incumbent will communicate internally with FLVC staff to coordinate activities.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	The incumbent will have access to student data in the process of loading that data into the system.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	NA
List the hardware and software applications that are required for this position:*	Hardware: PC and related peripherals; telephone. Software: Integrated library system; standard PC office software (i.e., MS Office suite, Google docs, etc.)
Does this position supervise line faculty or workforce employees?:*	○ Yes ⦿ No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ⦿ No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily

Data Management Engineer (122440)

PageUp #:PD-1223

Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Never
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Data Management Engineer (122440)

45	Essential

Searches, analyzes and manipulates online Machine Readable Cataloging (MARC) data within FALSC's library management system and international bibliographic (OCLC) databases, resolving issues as they are discovered. Uses knowledge and judgment to determine if similar records represent unique materials in college or university collections or are duplicates which need to be combined in order to ensure accuracy, consistency and to improve the student searching experience within FALSC's library management system.

25	Essential

Analyzes and validates FALSC's library management system statistical data and reports to ensure their accuracy prior to publication to statewide college and university libraries by utilizing historical knowledge of Florida's college and university operations. The data provided in these publications are used by library staff at Florida's colleges and universities to assist with decisions to fund or defund annual electronic resource subscriptions provided statewide by FALSC and/or individually by their own college or university.

10	Essential

Retrieves and loads student and bibliographic records from colleges, universities and external vendor sources into the FALSC library management system databases, working directly with college and university staff to reconcile problems with the data as they occur. Monitors the FALSC database activity and uses judgment to avoid running cpu-intensive loads during high use periods by running the loads during slower times, evenings and weekends.

5	Essential

Searches, retrieves and analyzes online data as it relates to FALSC's library management system from external vendors and normalizes the data for inclusion into FALSC's statistical reporting tools, including Microsoft Excel. Works directly with third-party vendors to reconcile problems with their data when needed.

5	Essential

Works collaboratively as a member of the Data Quality workgroup.

5	Essential

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FALSC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5	Essential

Other duties as assigned.

APPROVALS

Initiator:* Jamie Sprague

Approval process:* Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* Jamie Sprague

Library Services Analyst (FLVC) 123070

PageUp #:PD-32

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123070

> Position: Library Services Analyst-FLVC
> Position no: 123070
> Division: The Complete Florida Plus Program
> Department: FALSC Services
> Employee Name: Melissa Sykes
> Supervisor: David Whisenant

Position #:

Position Title:* Library Services Analyst (FLVC) 123070

Working Title: Public Services System Specialist

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FALSC Operations

Work site / location:

Classification:* Library Services Analyst (FLVC)

> Classification: Library Services Analyst (FLVC)
>
> Classification Code: 9522
>
> Pay Band: Professional
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 30 Other Professionals
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications: NA

Library Services Analyst (FLVC) 123070	PageUp #:PD-32

• Experience in developing education or training activities preferred.
• Project management experience preferred.
Knowledge, skills, abilities:
• Strong customer service orientation, with analytical and problem-solving skills to assess and respond creatively to service opportunities.
• Awareness of technological trends, issues, and accepted library practices in areas of responsibility.
• Technical aptitude and ability to learn new products and grasp new techniques quickly.
• Ability to develop audience-appropriate instructional and informational materials
• Ability to train, teach and provide presentations in lecture, demonstrative, and interactive formats.
• Ability to maintain effective work relationships
• Ability to maintain good customer relations with customers.

JOB DUTIES

Job Summary:*

This position reports to the Assistant Director for Library Relations for the Florida Academic Library Services Cooperative (FALSC) of the Florida Virtual Campus (FLVC). This position is a member of the Library Relations workgroup and is located in the Tallahassee office. This position is responsible for developing, planning, scheduling and conducting instructional and informational programs for member libraries on the use of FALSC services and products; coordinating all aspects of FALSC service/product design, development, delivery and management of FALSC services, including acting as a project lead to develop new products and services; providing input and advocacy regarding user needs, trends and issues that impact FALSC services; assisting in the development of FALSC user information and documentation; providing consultation and advice to member libraries on the use and implementation of FALSC products and services, and serving as liaison to advisory committees and other groups regarding FALSC services.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless authorized by the Assistant Director for Library Relations.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required. Some travel is required.

Describe the types of decisions that are made in the position:*

Consults with member libraries to identify issues and then decides the appropriate FALSC solutions to recommend. As a project lead or project member, makes project related decisions.

Describe the types of problems analyzed and /or solved in the position:*

This position analyzes the needs of member libraries and recommends solutions. This person acts as an advocate for member libraries within FALSC to escalate specific problems and develop solutions.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff, working across departments to develop and implement library solutions.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

This position has access to confidential information protected by Florida and federal law including personally identifiable information for users and library circulation records.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Personal computer with Microsoft office suite, case management software, telephones, printers, copiers. Additionally, the integrated library system, discovery tool, and other library specific products.

Does this position supervise line faculty or workforce employees?:*

○ Yes   ● No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes   ● No

Total Number of OPS and/or Student Employees supervised:

0

Library Services Analyst (FLVC) 123070	PageUp #:PD-32

preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*
No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:*
Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Reaching with hands and arms:* Daily

Climbing or Balancing:* Occasionally

Stooping, Kneeling, Crouching , or Crawling:* Occasionally

Use of hands to handle objects:* Daily

Lifting up to 10lbs.:* Daily

Lifting up to 25lbs.:* Daily

Lifting over 25lbs.:* Occasionally

Talking - express or exchange of ideas verbally:* Daily

Hearing - perceive sound by ear:* Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* Daily

ESSENTIAL FUNCTIONS OF THE JOB

Library Services Analyst (FLVC) 123070	PageUp #:PD-32

15

Develops, plans, schedules, and conducts instructional and informational programs that enable libraries to use FALSC services and products effectively, within established guidelines. Designs and develops instructional and informational materials for use in delivering the programs.

Essential

15

Provides leadership for FALSC services and products for business processes, products and projects as designated, including acting as a project team member and project lead. Coordinates all aspects of service/product design, development, delivery and management to ensure timely and effective implementation and operation. Monitor, investigate, test and evaluate potential new or enhanced FALSC services and products as needed. Determines and documents feasibility, functional requirements, and product features. Recommends appropriate implementation strategies for user needs and FALSC resources.

Essential

15

Provides input and advocacy regarding user needs, trends, and issues that can have an impact on FALSC products and services. Serves as staff resource person in areas of responsibility. Proactively develops expertise in related areas.

Essential

15

Consults with FLVC staff, vendors, and other organizations as needed to deliver appropriate and timely services to FLVC users. Keeps other FLVC staff informed of system performance quality, user needs, and other factors that affect service delivery.

Essential

15

Assists in developing FALSC user information and documentation; provides in-depth consultation regarding user perspectives and service/product functionality within areas of responsibility. Brings the voice of the customer to the organization.

Essential

5

Other duties as assigned.

Essential

5

Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FALSC staff; maintains effective working relationships to ensure the success of the business processes and projects.

Essential

15

Serves as FALSC liaison to advisory committees and other groups as needed. Coordinates committee activities within FALSC priorities and the advisory process.

Essential

APPROVALS

Initiator:*	Jamie Sprague
Approval process:*	Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*	Jamie Sprague

Technology Operations Specialist (FLVC) 122390

PageUp #:PD-1218

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122390

> <u>Position: Technology Operat. Spec.-FLVC</u>
> Position no: 122390
> Division: The Complete Florida Plus Program
> Department: FALSC Digital Services
> Employee Name: Stephen Szanati
> Supervisor: Rebel Cummings-Sauls

Position #:

Position Title:*   Technology Operations Specialist (FLVC) 122390

Working Title: Digital Services and OER Support Specialist

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Technology Operations Specialist (FLVC)

> <u>Classification: Technology Operations Specialist (FLVC)</u>
>
> Classification Code: 2131
>
> Pay Band: Specialized/Paraprofessional
>
> E Class Description: 32-University Work Force NE FT
>
> EEO Skill: 40 Technical & Paraprofessional
>
> Veteran's Preference Eligibility: Yes
>
> FLSA: Non--Exempt
>
> Minimum Qualifications: A high school diploma and three years of appropriate experience. Appropriate college coursework or technical/vocational training may substitute at an equivalent rate for the required experience.

Technology Operations Specialist (FLVC) 122390	PageUp #:PD-1218

• Experience or working knowledge of digital services and/or OER.
• Experience with libraries or librarians.
• Comfortable assisting with training and consultation services.
• Familiarity with metadata standards or XML.

Preferred Qualifications:*

• A bachelor degree and two years of relevant experience, education and/or certification.
• Proficiency with Unix commands, utilities, file systems and editors.
• Familiarity with OER tools and technology
• Knowledge of web development, including CSS and HTML.
• Familiarity with content or learning management systems.
• Experience in an academic library environment.

JOB DUTIES

Job Summary:*

This position reports directly to the Director for the Digital Services and Open Educational Resources (OER) unit and is a member of the unit's work group. This position is responsible for performing day-to-day operational activities, business processes, and projects for digital services and OER including assisting libraries of Florida's public higher education institutions to support learning, teaching, and research needs. This position will support the unit in providing a statewide searchable database that includes an inventory of digital archives and collections held by public post-secondary education institutions. In addition, this position supports the use and distribution of OER. Performs time-sensitive tasks and meets established deadlines. Maintains professional and effective communication. Establishes and nourishes effective working relationships. Develops and utilizes diagnostic and customer service skills. Assists FLVC project teams as necessary. Other duties as assigned.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required.

Describe the types of decisions that are made in the position:*

This position requires decision-making regarding communication with customers, digital services and OER operational workflows, system performance and maintenance, storage disk usage, production workflows, estimated time commitments, as well as decisions regarding appropriate user notifications.

Describe the types of problems analyzed and /or solved in the position:*

This position requires relatively frequent troubleshooting of incoming tickets and materials, system and hardware alerts and problems, and a variety of other problems that arise during the normal course of operations.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff to perform day-to-day operational activities for digital services and OER. In addition, the incumbent will communicate with customers regarding digital services and OER.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

This position is responsible for maintenance, update, and implementation of agreements with user institutions regarding individuals with access privileges. Through content received or system access this position may have access or knowledge to student, faculty, staff, or other sensitive or confidential information, which should remain such.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Software applications used in this position: Windows/linux/unix, digital services supported software, OER supported software, Notepad+, Adobe, Microsoft Office, querying a postgre SQL database, and additional software required to support digital services and OER, as applicable.
Hardware includes security entrance, desk, chair, desktop PC, mobile devices, mouse, keyboard, copier.

Does this position supervise line faculty or workforce employees?:*

○ Yes   ⦿ No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes   ⦿ No

Technology Operations Specialist (FLVC) 122390	PageUp #:PD-1218

Special Requirements of the Job:*

☑ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*
Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely results would be cuts, bruises, etc.

Impact of deadlines of the job:*
Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Reaching with hands and arms:* Daily

Climbing or Balancing:* Occasionally

Stooping, Kneeling, Crouching , or Crawling:* Occasionally

Use of hands to handle objects:* Daily

Lifting up to 10lbs.:* Daily

Lifting up to 25lbs.:* Daily

Lifting over 25lbs.:* Occasionally

Talking - express or exchange of ideas verbally:* Daily

Hearing - perceive sound by ear:* Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* Daily

ESSENTIAL FUNCTIONS OF THE JOB

Technology Operations Specialist (FLVC) 122390

| 40 | Provide support to the digital services and OER services and production applications, including providing assistance to the primary support persons for our services or applications. Support includes but is not limited to: member interactions, maintenance and development assistance, running and/or monitoring operations; performing tasks; assisting with producing statistics and reports; responding to or assisting with tickets; communicating with internal and external stakeholders; and assisting with web-based and on-site training or training materials for library staff. | Essential |

| 35 | Provide suggestions to the design and operation of applications and services to enhance the digital capabilities of the libraries or OER. Perform requirements for processes and workflows. Provide suggestions for specifications for data, data conversions, user interfaces and/or application programs, and work with programmers to develop, test and implement them. | Essential |

| 5 | Works with programmers and librarians with FLVC to help develop software tools related to digital services and OER operations, including drafting or reviewing requirements documents and specifications and testing tools under development. | Essential |

| 5 | Participate on state-wide committees, working groups and task forces of staff concerned with the creation, description and/or management of digital or educational resources. | Essential |

| 5 | Keep abreast of regional and national trends and initiatives related to with technology for digital services and OER. To the extent possible, given limitations of time and funding, contribute to the profession and to your own professional development by participating in regional and national initiatives through meeting attendance, committee appointments, and other means of involvement. | Essential |

| 5 | Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. | Essential |

| 5 | Performs other duties as assigned. | Essential |

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

| 1. PD Migration Approved: | Jamie Sprague ✔ Approved Dec 10, 2019 |

HR Representative:*   Jamie Sprague

Library Services Analyst 123060   PageUp #:PD-31

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123060

<u>Position: Library Services Analyst-FLVC</u>
Position no: 123060
Division: The Complete Florida Plus Program
Department: FALSC Services
Employee Name: Lisa Tatum
Supervisor: David Whisenant

Position #:

Position Title:*   Library Services Analyst 123060

Working Title: Public Services Systems Specialist

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FALSC Operations

Work site / location:

Classification:*   Library Services Analyst (FLVC)

<u>Classification: Library Services Analyst (FLVC)</u>

Classification Code: 9522

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications: NA

Library Services Analyst 123060	PageUp #:PD-31

• Ability to work both independently and collaboratively with staff, faculty and vendors.
• Initiative, flexibility, and the ability to adapt and work creatively in a complex, rapidly changing support environment.
• Ability to interact with faculty, staff, and visitors – in person, via written communications, and on the telephone – with a high degree of professionalism.
• Prior work experience in an academic library setting, or familiarity with library services and operations.
• Working knowledge of Web Conferencing tools (Blackboard Collaborate, Adobe Connect), Microsoft Office Suite, UNIX, HTML, CSS, Drupal, MediaWiki, SQL, and help desk software.
• Understanding of Instructional Design (especially related to adult learning methodologies and the ability to present training classes to diverse groups).
• Understanding of technological trends and developments relevant to academic libraries and information delivery.
• Ability to work independently, maintain confidentiality, and exercise good judgment at all times

JOB DUTIES

Job Summary:*

This position reports to the Assistant Director for Library Relations for the Florida Academic Library Services Cooperative (FALSC) of the Florida Virtual Campus (FLVC). This position is a member of the Library Relations Workgroup and is located at the Gainesville office.
This position is responsible for training FALSC staff and library staff on selected communication tools and technology. Designs and conducts information workshops and training for member libraries. This position works closely with other FALSC members and information technology support services to insure timely, responsive, and appropriate service delivery.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Assistant Director for Library Relations.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required to maintain production schedule or to participate in scheduled system maintenance and version upgrades. Some travel may be required.

Describe the types of decisions that are made in the position:*

This position has the authority to communicate freely with member library staff about the development of services and products, can synthesize feedback from library staff with original ideas for development, and is able to present these ideas to the supervisor and team for discussion. The employee is responsible for the execution and communication of policies related to their primary services, and has the authority to interpret as needed for the effective implementation of those policies.

Describe the types of problems analyzed and /or solved in the position:*

NA

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff, working across departments to develop and implement library solutions.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

This position has access to confidential information protected by Florida and federal law including personally identifiable information for users and library circulation records.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

Machines and equipment used: personal computer, telephone, various printers and other peripherals used with workstations or personal computers.

Does this position supervise line faculty or workforce employees?:*

○ Yes ● No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes ● No

Library Services Analyst 123060	PageUp #:PD-31

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Library Services Analyst 123060

30

Essential

Develops, plans, schedules, and conducts instructional and informational programs that enable libraries to use FALSC services and products effectively, within established guidelines. Designs and develops instructional and informational materials for use in delivering the programs.

30

Essential

Provides leadership for FLVC services and FLVC-related business processes, products and projects as designated. For this position this includes acting as a resource for and overseeing Communications tools, such as Blackboard Collaborate and the Wikis. This position also supports the ILS Circulation module as needed. Coordinates all aspects of service/product design, development, delivery and management to ensure timely and effective implementation and operation. Monitor, investigate, test and evaluate potential new or enhanced FLVC-related services and products as needed. Determines and document feasibility, functional requirements, and product features. Recommends appropriate implementation strategies for user needs and FLVC resources. Acts as a liaison for the CRM system in the Gainesville office.

10

Essential

Consults with FALSC staff, vendors, and other organizations as needed to deliver appropriate and timely services to FALSC users. Keeps other FALSC staff informed of system performance quality, user needs, and other factors that affect service delivery.

10

Essential

Provides input and advocacy regarding user needs, trends, and issues that can have an impact on FLVC services. Serves as staff resource person in areas of responsibility. Proactively develops expertise in related areas.

15

Essential

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5

Essential

Other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Statewide Programs Coordinator (122210)

PageUp #:PD-1198

Department:　　　　6060-FLVC DL Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number:　　　　122210

Position: Statewide Program Coord.-FLVC
Position no: 122210
Division: The Complete Florida Plus Program
Department: FLVC FloridaShines Operations
Employee Name: Ashley Thimmes
Supervisor: Nashla Dawahre

Position #:

Position Title:*　　　　Statewide Programs Coordinator (122210)

Working Title:　　　　Project Coordinator

POSITION DETAILS

Division:*　　　　The Complete Florida Plus Program

Department:*　　　　FLVC DL Operations

Work site / location:

Classification:*　　　　Statewide Program Coordinator
(FLVC)

Classification: Statewide Program Coordinator (FLVC)

Classification Code: 9521

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications:　　　　Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.

Statewide Programs Coordinator (122210)

• Ability to plan for, evaluate, and document user information needs, create informational materials suitable for a defined audience, and work collaboratively with the marketing department to create promotional and marketing materials/campaigns.
• Ability to develop online help and other user support features. Ability to present educational programs and/or workshops.
• Strong analytical and problem-solving skills.
• Strong customer service orientation.
• Excellent command of English language, grammar, and syntax.
• Knowledge of help authoring software, graphics software, publication layout and design.
• Ability to learn new products and grasp new techniques quickly.

JOB DUTIES

Job Summary:*	This position reports directly to the Assistant Director of Student Services for the Florida Virtual Campus (FLVC). This position is a member of the Student Services workgroup and is located in the Tallahassee office. This position is responsible for maintaining the quality of the student services offered by FLVC, through planning, review, enhancement, testing and documentation of the applications and resources. Works with internal and external stakeholders to identify goals, tasks, products, deliverables, and implementation strategies for those statewide major projects.
Marginal Functions:*	NA
Daily Hours (from-to):*	Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized. This position may occasionally work outside these hours and/or have on-call responsibilities relating to major upgrades, travel, outreach events and responding to critical problem
Total Hours per Week:*	40
Explain variations in the workweek:	Some evening and weekend work may be required. Ability to travel out of town to provide meeting support is required.
Describe the types of decisions that are made in the position:*	Identification/Development of project timelines, deliverables, management strategy/implementation, budget, evaluation questions and metrics. Contribute to decisions and prioritize changes related to services, external resources and web presence accessed by outside users.
Describe the types of problems analyzed and /or solved in the position:*	Complex systems problems related to statewide initiatives that require technology and business process solutions.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	Incumbent works with internal and external partners to assure success of projects. Partners include statewide institutional contacts, faculty, students who might use or implement FLVC, Florida Shines and MyCareerShines services.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	Contract negotiations, product development, student data (aggregate).
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	Events require budgets and may also require participant fees. Errors could cause changes to events.
List the hardware and software applications that are required for this position:*	Standard software used by organization for communications, such as email, calendars, documents, project planning and tracking, etc., as well as Adobe Acrobat. General knowledge of student information systems and degree audits. Standard graphics and design software knowledge for development of presentations and outreach materials.
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes ● No

Statewide Programs Coordinator (122210)

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☑ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Statewide Programs Coordinator (122210)

25   Essential

Statewide Project Coordination
Provides day-to-day coordination and support of projects and initiatives, working with internal and external stakeholders across the state, to create and distribute information, products, etc. to facilitate successful program implementation, maintenance, and enhancements. Works with project team to identify needed products and customer service needs. Develops products and works with teams to develop products. Analyzes project data and creates reports. Creates and gives presentations about projects.

25   Essential

Student Services Content Development:
Researches, develops, and writes quality content for website, training and technical user documentation following established standards. Create and implement online help and other end-user support using help authoring software as needed. Prepare print-ready and electronic materials as needed, using desktop publishing software and/or graphics programs. Prepare periodic statistical and narrative reports, as directed.

25   Essential

Project Logistics
Coordinate logistics and scheduling for events, convenings, meetings, etc., supporting FLVC, FloridaShines, and MyCareerShines initiatives. Works with internal and external stakeholders to identify goals, tasks, products, deliverables, and implementation strategies for those major projects. Assists with documenting outcomes and follow-up actions.

20   Essential

Event Coordination and Support
Provides support to internal and external teams and groups as needed. Supports ongoing activities and projects. Develops agendas, creates minutes, reports, displays, and other materials, documents the outcome of meetings and coordinate follow-up actions. Prepares written and verbal project status reports.

5   Essential

Performs other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Statewide Program Assistant Director (FLVC) 122660

PageUp #:PD-1246

Department: 6060-FLVC DL Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122660

> Position: Statewide Prgrm Asst. Dir-FLVC
> Position no: 122660
> Division: The Complete Florida Plus Program
> Department: FLVC DL Operations
> Employee Name: Heather Thompson
> Supervisor: John Opper

Position #:

Position Title:*   Statewide Program Assistant Director (FLVC) 122660

Working Title: Assistant Director for Member Outreach and Development

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC DL Operations

Work site / location:

Classification:*   Statewide Program Assistant Director (FLVC)

> Classification: Statewide Program Assistant Director (FLVC)
>
> Classification Code: 9528
>
> Pay Band: Administrative/Managerial
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 10 Administrative/Managerial
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications: Master's degree in an appropriate area of specialization and two (2) years of experience, or a Bachelor's degree in an appropriate area of specialization with four (4) years of experience.

Statewide Program Assistant Director (FLVC) 122660	PageUp #:PD-1246

• Strong customer service orientation, with analytical and problem-solving skills to assess and respond creatively to service opportunities.
• Awareness of technological trends, issues, and accepted distance learning practices in areas of responsibility.
• Ability to deliver audience-appropriate information in both structured and unstructured settings.
• Technical aptitude and ability to learn new products and grasp new techniques quickly.

JOB DUTIES

Job Summary:*

This position reports directly to the Executive Director of Distance Learning and Student Services for the Florida Virtual Campus. The working title for this position is Assistant Director for Member Outreach and Development. This located at the Headquarters office in Tallahassee. The Assistant Director for Member Outreach and Development has primary responsibility for:
•This position is a member of the operations team for the Distance Learning and Student Services Members Council and works closely with representatives from the State University System, Florida College System, and the Member Council representatives.
•This position works to identify and provide new and existing services to the DLSS constituent groups,
•Assists the Executive Director in development activities related to partnerships, sponsorships and other revenue generation efforts, and collaborates in the administration of the DLSS contracting efforts.
•Provides leadership and/or coordination of special events related to assigned duties.
•Supervises the staff and operations of the Reception Services team at FLVC Tallahassee office.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Executive Director for Distance Learning and Student Services.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evenings and weekends may be required.

Describe the types of decisions that are made in the position:*

The employee will be required to formulate concepts for new services and FLVC advancement opportunities and provide initial development guidelines for consideration. This position will involve the development of recommended policies and procedures for new services and development activities. The employee will need to work with diverse individuals from Florida colleges and universities in the administration of events, partnerships, development activities and the formulation of appropriate policies and procedures.

Describe the types of problems analyzed and /or solved in the position:*

The position will require an ability to formulate business strategy toward partnerships and suggest creative approaches in the conceptual development of new opportunities for the Florida Virtual Campus.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The employee will be in regular contact with diverse individuals encompassing all levels of administrative responsibility within Florida colleges and universities.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

The employee may work with confidential student information as a part of the responsibilities for managing the online catalog and its various functions.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

The employee may work with contractual payments or assist in the submission of grant proposals for funding. May administer workgroup budgets.

List the hardware and software applications that are required for this position:*

Microsoft office applications and familiarity with data file formats produced through Excel.

Does this position supervise line faculty or workforce employees?:*

◉ Yes   ○ No

List the classification title and position number of the employee(s) supervised:

(1) Statewide Coordinator – Administration and Special Events

Does this position supervise OPS and/or Student Employees?:*

○ Yes   ◉ No

Total Number of OPS and/or Student Employees supervised:

0

Statewide Program Assistant Director (FLVC) 122660	PageUp #:PD-1246

preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Statewide Program Assistant Director (FLVC) 122660

25
Essential

Development and Licensing
•Coordinates FLVC/DLSS licensing of products and services on behalf of the member institutions.
•Conceptualization and management of development activities with potential partners, sponsors, and speakers. Coordinates with appropriate staff in the development of processes and procedures for partnership activities.
•Builds relationships with corporate sponsors and partners and serves as the primary contact for DLSS.
•Develops and manages special events as assigned.
•Provides oversight of the DLSS Contracting database and related websirte content.

30
Essential

Outreach and Events
•Develops and manages the implementation of special events and related projects, coordinates with staff on staffing and logistics management of special events, and provides recommendations for actions to the Executive Director on a weekly basis.
•Responsible for member outreach and development through quarterly webinars and other professional development events, and coordinates with the Executive Director and staff to deliver regular written and online updates to the Member Council and strategic partners.
•Works closely with representatives from the State University System, Florida College System, and the Member Council representatives.
•Coordinate with academic and marketing staff to supervise design and implementation of comprehensive strategies to promote FLVC and DLSS services.
•Supervises the staff and operations of the front desk at the Tallahassee office.

15
Essential

•Researches, identifies and prepares recommendations for new services or emerging opportunities in e-learning and student support services for FLVC or Council effort in consultation with the DLSS staff and DLSS members council.

15
Essential

•Serves as a member of the operations team for the DLSS Member Council's (DLSS-MC) quarterly meetings providing input on and coordinates the development of the meeting agenda, event logistics, the budget, and oversight of related statewide workgroups. Serve on DLSS Member Council associated workgroups/committees.
•Member of the management team for FLVC.

10
Essential

•Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5
Essential

•Performs other duties as assigned.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Statewide Programs Coordinator-- Instructional Designer 122760	PageUp #:PD-1257

Department:				6060-FLVC DL Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number:			122760

Position: Statewide Program Coord.-FLVC
Position no: 122760
Division: The Complete Florida Plus Program
Department: FLVC DL Operations
Employee Name: Yunhong Tu
Supervisor: John Opper

Position #:

Position Title:*			Statewide Programs Coordinator-- Instructional Designer 122760

Working Title:			Instructional Designer

POSITION DETAILS

Division:*			The Complete Florida Plus Program

Department:*			FLVC DL Operations

Work site / location:

Classification:*			Statewide Program Coordinator (FLVC)

Classification: Statewide Program Coordinator (FLVC)

Classification Code: 9521

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Statewide Programs Coordinator-- Instructional Designer 122760	PageUp #:PD-1257

Photoshop). Experience with learning management system education/training content design. Experience in using learning management systems and designing/developing instructional content and curriculum not only in a learning management system, but also other web applications. Experience using Microsoft Office.

Strong visual, written, and verbal communication skills and experience.

Demonstrated ability to work as part of a team.

Preferred Qualifications:*　　　　　　　Master's degree in instructional systems, instructional design, or closely related field. Project management experience. Record of creative approaches to designing and producing engaging and impactful training and learning experiences. Prior experience in teaching or training in an online environment, preferably at the postsecondary level. Experience in creating online instruction using standards using the Quality Matters framework. Experience as a Quality Matters peer reviewer. Experience in multimedia and authoring systems.

Master's degree in an appropriate area of specialization and two years of experience in instructional design or a related field, or a Bachelor's degree and five years of experience in instructional design, instructional technology, or a related field. Experience with learning management system education/training design. Exceptional writing and communication skills. Experience using Microsoft Office. Demonstrated ability to work as part of a team. Working knowledge of Camtasia, Captivate, or similar software. Multimedia, graphic design, and/or HTML5 skills. Experience managing a learning management system (e.g. Desire2Learn, Canvas, Moodle, etc.). Experience with interactive learning applications design. Project management experience. Teaching or training experience. Quality Matters peer reviewer or Quality Matters experience. Experience working in higher education.

JOB DUTIES

Job Summary:*　　　　　　　　　　Serves as project manager and instructional design strategist, consultant, and developer of instructional materials that inspire and engage learners (e.g., faculty, administrators, students and organization staff).

This position supports the Florida Virtual Campus's Distance Learning and Student Services activities and initiatives by: – Consulting with statewide business partners and stakeholders to perform training needs analysis and determine proper approach to design development, and implementation of learning programs.– Designing, developing, and maintaining innovative, interactive, engaging, and meaningful learning modules, system tutorials, and training materials for both internal and external statewide stakeholders. - Recommending appropriate training solution for projects (online learning, video, classroom, tutorials). Facilitating online and face-to-face training for internal and statewide stakeholders, as needed. Serving as the administrative lead for departmental instance of the Learning Management System -Canvas.

Marginal Functions:*　　　　　　　NA

Daily Hours (from-to):*　　　　　　Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Executive Director.

Total Hours per Week:*　　　　　　40

Explain variations in the workweek:　　epending on Project requirements, may be required to adjust work schedule to meet goals.

Describe the types of decisions that are made in the position:*　　Determine best practices for learning content and instructional development. Determine best instructional strategy to engage and inspire learners. Determine the best technology and tools for the highest instructional impact within constraints of budget and time.

Determine learning strategies and training schedules. Determine communication and collaboration strategies for agencies outside FLVC. Approve learning management version scheduled upgrades and enhancements.

Describe the types of problems analyzed and /or solved in the position:*　　Complex instructional systems and content analysis, using user-centered design strategies to generate innovative solutions that meet learner needs.

Analyze instructional design strategies, training needs, scheduling and coordination, technical support issues, and learning management system enhancement requests. Determine what type digital media best support state learning outcomes/objectives.

Consequence of Error:

Statewide Programs Coordinator-- Instructional Designer 122760	PageUp #:PD-1257

contact with Information Technology Services (ITS) personnel to coordinate IT support strategies.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

May require access to student personal data as part of design and development processes. Privy to confidential college or departmental information in program development, and grants and contract information with agencies and vendors.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

May generate budgets for product development and monitor disbursement. Errors could mean project goals not being met.

List the hardware and software applications that are required for this position:*

Computer (100%), copier (10%), printer (50%), fax (5%) Adobe Acrobat – Intermediate,– Advanced, Camtasia/Captivate/Storyline – Intermediate; MS PowerPoint – Advanced; MS Word – Intermediate; MS Excel – Advanced; Internet Explorer, Chrome, Firefox– Intermediate; web-conferencing software – Intermediate, SCORM.

Does this position supervise line faculty or workforce employees?:*

◯ Yes　◉ No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

◯ Yes　◉ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*

No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:*

Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Reaching with hands and arms:* Daily

Climbing or Balancing:* Occasionally

Stooping, Kneeling, Crouching , or Crawling:* Occasionally

Use of hands to handle objects:* Daily

Lifting up to 10lbs.:* Daily

Lifting up to 25lbs.:* Occasionally

Lifting over 25lbs.:* Occasionally

Talking - express or exchange of ideas verbally:* Daily

Hearing - perceive sound by ear:* Daily

Statewide Programs Coordinator-- Instructional Designer 122760	PageUp #:PD-1257

JOB DUTIES

% of time	Description of Duty	Essential
50	Instructional Designer for online training courses. Project manager and designer for a variety of online instructional products as part of FLVC initiatives in online learning. Works with other team members to design and develop high quality, user-centered, and innovative instructional materials and systems informed by Quality Matters, best practices, and next generation instructional theory. Collaborates with subject matter experts, design teams, media teams, evaluators, assessment staff, and others to design, develop, implement, and evaluate learning products. Creates training manuals as needed. Develop and maintain training development procedures, guidelines, and standards. Facilitates the design, development and implementation of the distance learning and student services projects and initiatives in accordance with best practice standards for online learning and Quality Matters. Develops faculty training programs to address online learning pedagogy. Manages comprehensive strategy for targeted online programs. Facilitates colleges and departments in identifying online program goals and faculty.	Essential
20	Researches, designs, develops, implements, and evaluates innovative instructional strategies and technology solutions that extend online learning processes and training beyond traditional web-based instruction and online learning environments. Uses strategies such as storytelling, for example, to create compelling and inspiring instructional content. Exploits LMS architecture and other web and mobile applications to build interactive and engaging online experiences. Manipulates visual and verbal communications, digital media, filmmaking, gaming strategies, etc. to engage learners in the online environment. Works with teams to generate prototypes and proof-of-concepts for implementation of strategies and instructional products.	Essential
20	Facilitates collaborative design sessions with subject matter experts and staff, applying effective knowledge elicitation strategies. Collaborates with subject matter experts and stakeholders on design, development, implementation, and evaluation of training, certificates, and programs. Serve as design strategist by identifying training goals and objectives, instructional and assessment strategies, evaluation strategies, and training management techniques, etc. for successful launching of instructional products. TRAINING AND SUPPORT. Develops yearly training schedule to meet department development needs. Manages regular email and media communications to stakeholders. Delivers training through a variety of methods throughout the year.	Essential
10	Performs other duties as required. MANAGES ONLINE SUPPORT WEB SITES. Maintains a comprehensive online support strategy, including AskATC, eLearning Help, Confluence, and the ATC web site. Collaborates and coordinates with various UWF departments on consistency and completeness of material. Uses Google Analytics to improve web sites.	Essential

APPROVALS

Statewide Programs Coordinator-- Instructional Designer 122760

PageUp #:PD-1257

HR Representative:*   Jamie Sprague

Library Services Analyst (123130)

PageUp #:PD-39

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123130

Position: Library Services Analyst-FLVC
Position no: 123130
Division: The Complete Florida Plus Program
Department: FALSC ILS
Employee Name: Clayton Tucker
Supervisor: Wendy Ellis

Position #:

Position Title:* Library Services Analyst (123130)

Working Title: Library Services System Specialist

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FALSC Operations

Work site / location:

Classification:* Library Services Analyst (FLVC)

Classification: Library Services Analyst (FLVC)

Classification Code: 9522

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.

Library Services Analyst (123130)	PageUp #:PD-39

ExLibris systems (Aleph and/or Alma), but other ILS experience is also acceptable.
• Excellent analytical and problem-solving skills.
• Excellent interpersonal skills.
• Excellent verbal and written communication skills.
• Demonstrated ability to handle multiple tasks simultaneously with minimal supervision.
• Demonstrated aptitude for technology and ability to learn new skills quickly.
• Ability to work both independently and collaboratively with staff, faculty and vendors. Initiative, flexibility, and the ability to adapt and work creatively in a complex, rapidly changing support environment.
• Familiarity with technical and public library services and operations.
• Understanding of technological trends and developments relevant to academic libraries and information delivery.
• Familiarity with Microsoft Office products, Help Desk ticketing systems and online collaboration technologies such as Collaborate.
• Experience training users of automated systems and preparing training materials.

JOB DUTIES

Job Summary:*

This position is part of the Integrated Library System (ILS) Workgroup, which helps the libraries of the public university and college systems of Florida manage the library management system. Using expertise and system knowledge, the incumbent analyzes user needs and identifies, develops and implements solutions.

This position provides primary support of the technical and public services functions of the systems with an emphasis on acquisitions/serials, and circulation.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required to maintain production schedule or to participate in scheduled system maintenance, or as required for travel.

Describe the types of decisions that are made in the position:*

Leads and directs the work of project teams in an agile work environment. Exercises creativity in designing new functions and features to existing applications to insure that needs of users are met. Encourages library staff to implement responsible library cataloging best practices. Collaborates on developing and implementing strategies for achieving organizational and departmental goals and initiatives.

Describe the types of problems analyzed and /or solved in the position:*

This position is responsible for the development and implementation of policies related to their primary services and projects. S/He has the authority to communicate freely with library affiliates and liaisons about the development of these services and projects, can synthesize feedback from the affiliates and liaisons with original ideas for development, and is able to present these ideas to the supervisor and team for discussion. The employee is responsible for the execution and communication of policies related to their primary services, and has the authority to interpret as needed for the effective implementation of those policies. S/He can also develop and implement recommendations for other areas of expertise as needed.
This position is involved in the development of applications and services designed to enhance the Integrated Library System. Collaboratively works with colleagues responsible for the development process: initial brainstorming, requirements drafting and needs assessment, coding of process and features, testing, developing policies and workflows, rolling out production services, training users, maintaining the services and eventually enhancing and growing the service.

Consequence of Error:

Describe the type of communication with internal and external sources:*

This position communicates effectively with people within the organization on a daily basis. This includes staff at all levels in the State University System Libraries, software vendors, ILS (Integrated Library Systems) staff, vendors or distributors of physical and digital content, and IT specialists. Communicate problems, technologies and policies with a wide and/or diverse audience.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

May be responsible for proper handling of confidential and sensitive information, such as SUS Libraries patron data and vendor data.

Library Services Analyst (123130)　　　　　　　　　　PageUp #:PD-39

List the hardware and software applications that are required for this position:*	• Windows PC and peripherals, networked printers, office telephone, headphone/mic • Integrated Library System (Aleph), Discovery Tool (Primo), Outlook, Microsoft Word and Excel, HelpDesk ticketing systems and online collaboration technologies such as Collaborate.
Does this position supervise line faculty or workforce employees?:*	○ Yes　◉ No
List the classification title and position number of the employee(s) supervised:	NA
Does this position supervise OPS and/or Student Employees?:*	○ Yes　◉ No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference
☐ This position requires a Child Care provider security check
☑ This position requires fingerprinting
☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical
☑ This position requires a criminal background screen
☐ This position requires a valid driver's license
☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Occasionally
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Library Services Analyst (123130)	PageUp #:PD-39

30 | Essential

Troubleshoot and resolve problems identified with the Acquisitions, Serials, Circulation or related functions of the ILS and Discovery Tool and report issues to the vendor as necessary. Coordinates with Library Technical Services and Public Services staff to configure the system for optimal performance and use by configuring various function specific system tables. Primary Areas of Responsibility are Acquisitions and Circulation. Assist with the planning and implementation of a new Integrated Library System by performing system configurations. This may require work outside of business hours in case of emergencies or special projects.

30 | Essential

Participate in the ongoing planning and delivery of access to library resources and services for faculty, students, staff and researchers. Assist in the training, planning and coordination of projects related to ILS, Discovery Tool, and related products.

15 | Essential

Develops, plans, schedules, and conducts instructional and informational programs that enable libraries to use FALSC services and products effectively, within established guidelines. Designs and develops instructional and informational materials for use in delivering the programs. Some travel required. Communicate systems status updates, and share information with and make presentations to various state library and regional groups. Visit libraries as appropriate to fulfill assigned responsibilities.

15 | Essential

Serve as liaison for the FLVC DoIT programmers, library and campus IT where they intersect in relation to FLVC's services. Understand the functional, operational, and service needs of the Library in order to develop gateways between the Library's online resources and locally developed or third-party application. Maintain current awareness of research and developments in areas of responsibility, including standards, library trends, statistics and instructional design.

5 | Essential

Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5 | Essential

Performs related duties as assigned.

APPROVALS

Initiator:* 　　　　　　　　　　　　　Jamie Sprague

Approval process:* 　　　　　　　　　Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:* 　　　　　　　　Jamie Sprague

Enterprise Systems Architect 122780

PageUp #:PD-1259

Department:	6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number:	122780

Position: Enterprise Systems Architect

Position no: 122780
Division: The Complete Florida Plus Program
Department: FLVC DOIT Operations
Employee Name: David Van Hoose
Supervisor: Ricardo Chu

Position #:	122780
Position Title:*	Enterprise Systems Architect 122780
Working Title:	Enterprise Systems Architect

POSITION DETAILS

Division:*	The Complete Florida Plus Program
Department:*	FLVC DOIT Operations
Work site / location:	Downtown Pensacola
Classification:*	Enterprise Systems Architect

Classification: Enterprise Systems Architect

Classification Code: 9503

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications:	Master's degree in an appropriate area of specialization and one year of appropriate experience; or a bachelor's degree in an appropriate area of specialization and three years of appropriate experience.

Enterprise Systems Architect 122780	PageUp #:PD-1259

• Experience with Camel, Mule and message queues preferred.
• Experience with C#, Java, Java EE preferred.
• Experience with SAML2, OpenID Connect and OAuth2
• Effective verbal and written communication skills.

JOB DUTIES

Job Summary:*

This position reports directly to the Manager of Enterprise Architecture. This position is a member of the Enterprise Applications workgroup and is located in either the Gainesville, Tallahassee, or Pensacola office. The position will provide support in the design, development, implementation and maintenance of architectural strategies and integration plans for information technology. Responsible for the inventory of integrations across our strategic application portfolio and associated information systems.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required. Provides on-call support.

Describe the types of decisions that are made in the position:*

Decisions regarding the best methods to use in creating software functions and designing software code. Decisions regarding strategy and methods used in the enterprise integration technology solution.

Describe the types of problems analyzed and /or solved in the position:*

The position will resolve problems with integration performance, data quality, and transactional integrity. Analyze existing business processes and applications and assist with developing improvements. Maintain, support and enhance legacy applications.
Resolve problems with malfunctioning software features; debugging computer code; understanding and modifying code written by others; integrating vendor-supplied software into FLVC software systems.

Consequence of Error:

4-Would be detected & corrected prior to utilization/operation/dissemination & may be serious, requiring significant effort & time. The effect is usually confined within the university. Most work is not verified/checked except through supervisory review.

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff as well as externally with vendors and FLVC constituents.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

This position may at times have access to personal and confidential information of Florida students and higher education employees when resolving software malfunction issues.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

N/A

List the hardware and software applications that are required for this position:*

Computer workstation. Programming languages, tools, and systems used by FLVC. Collaboration, project management, testing, software deployment, and other software platforms used by FLVC. Database management platforms such as Oracle and Microsoft SQLServer.

Does this position supervise line faculty or workforce employees?:*

○ Yes ◉ No

List the classification title and position number of the employee(s) supervised:

Does this position supervise OPS and/or Student Employees?:*

○ Yes ◉ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Enterprise Systems Architect 122780	PageUp #:PD-1259

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Enterprise Systems Architect 122780	PageUp #:PD-1259

10
Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. Utilization of troubleshooting and diagnostic skills.

Essential

5
Performs other duties as assigned.

Essential

10
Support the development and maintenance of the ERP integration applications and processes. Responsible for the inventory of integrations across our application portfolio. Developing technology specifications and ensuring that new technology solutions are designed for optimal access and usefulness.

Essential

10
Assessment of business integration requirements. Design, development, implementation and maintenance of architectural strategies and integration plans for information technology. Research, collection, and identification of technical specifications

Essential

10
Provides guidance for products and services for maintenance and development projects as designated. Participates in all aspects of service/product design, development, delivery and resource utilization within team processes to ensure timely and effective implementation. Coaches and mentors other development staff.

Essential

10
Perform operational duties such as documentation, applications support, and maintenance of dev, test and prod environments. Participates in on-call/after-hours support of enterprise application functions.

Essential

25
Develop new or modify existing software applications. Develops, tests, debugs, analyzes, and documents these programs in accordance with procedures.
Assists with formalizing procedures where procedures are not clearly documented.
Works closely with other staff to understand business objectives and system requirements.
Analyzes proposed or existing applications; recommends design features and functionality that meet user needs and optimizes performance, efficiency, and effectiveness.
Works with staff and/or vendor technical personnel as needed to investigate and resolve application software problems. Keeps other staff informed of the status of problem resolution efforts. Provides on call support.

Essential

20
Develop and support integrations with our Identity Management applications such as GLUU.

Essential

APPROVALS

Initiator:*　　　　　　　　　　　Mike Brumfield

Approval process:*　　　　　　　4 Approvers - existing JD

Enterprise Systems Architect 122780

PageUp #:PD-1259

4.	4th Approver:	Fawnn Harnage ✔ Approved Feb 29, 2020	
5.	HR Initial Review:	Employment Team ✔ Approved Mar 5, 2020	
6.	Employee:	David Van Hoose ✔ Approved Mar 5, 2020	
7.	HR Final Review:	Employment Team ✔ Approved Mar 5, 2020	

HR Representative:*   Employment Team

Assistant Director 123560	PageUp #:PD-77

Department: 1450-Human Resources

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123560

> Position: Assistant Director
> Position no: 123560
> Division: The Complete Florida Plus Program
> Department: CFPP Operations
> Employee Name: Matthew Warner
> Supervisor: Robert Hartnett

Position #:

Position Title:*   Assistant Director 123560

Working Title: Website Marketing Manager

POSITION DETAILS

Division:*   Academic Affairs Division

Department:*   Academic Affairs VP

Work site / location:

Classification:*   Assistant Director

> Classification: Assistant Director
>
> Classification Code: 9293
>
> Pay Band: Administrative/Managerial
>
> E Class Description: 30-University Work Force Ex FT
>
> EEO Skill: 10 Administrative/Managerial
>
> Veteran's Preference Eligibility: No
>
> FLSA: Exempt
>
> Minimum Qualifications: Masters degree in an appropriate area of specialization and two years of appropriate experience: or a bachelors degree in an appropriate area of specialization and four years of appropriate experience.

Position Qualifications: Very strong website and CMS expertise.

Skills/experience in a combination of strategic vision, project management, and a high level of confidence with website architecture and CMS functionality.

Assistant Director 123560

Additional preferred qualifications include:
- Master's degree in communications leadership, advertising, marketing, business administration or communications and six years of appropriate experience.
- An extraordinary writer and oral communicator who is passionate and articulate about the Innovation Institute's mission.
- Results-oriented with a significant portfolio of demonstrated success.
- Significant experience in the fields of both marketing communications and business development.

JOB DUTIES

Job Summary:*	Managing and maintaining content/features for several websites under the UWF Innovation Institute family of products. These tasks include managing the website's content look and feel, brand/user experience, adding/editing copy, photos, videos and managing site functionality to create a seamless user experience.
Marginal Functions:*	Represent the University of West Florida, the Innovation Institute, and statewide partners at meetings and on committees both on campus and throughout partnership relationships.
Daily Hours (from-to):*	8:00am - 5:00pm
Total Hours per Week:*	40
Explain variations in the workweek:	NA
Describe the types of decisions that are made in the position:*	Website-related design and development.
Describe the types of problems analyzed and /or solved in the position:*	Website architecture and implementation. Alignment and development of website to brand family and UWF requirements.
Consequence of Error:	
Describe the type of communication with internal and external sources:*	Daily contact with staff in the Office of the Senior Associate Provost to coordinate design, development, launch, maintenance, and evaluation of Institute web presence.
Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	Access to student information subject to Family Education Rights and Privacy Act (FERPA) requirements in support of Innovation Institute programs. Privy to confidential college or departmental information in program development, and grants and contract information with partners, agencies and vendors.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	May monitor contracts related to website.
List the hardware and software applications that are required for this position:*	Productivity Software, Creative Cloud (Dreamweaver, Photoshop, Illustrator, InDesign or like applications).
Does this position supervise line faculty or workforce employees?:*	● Yes ○ No
List the classification title and position number of the employee(s) supervised:	None
Does this position supervise OPS and/or Student Employees?:*	● Yes ○ No
Total Number of OPS and/or Student Employees supervised:	0-2

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Assistant Director 123560

PageUp #:PD-77

☐ This position requires a valid driver's license

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Frequently
Walking:*	Frequently
Sitting:*	Daily
Reaching with hands and arms:*	Occasionally
Climbing or Balancing:*	Never
Stooping, Kneeling, Crouching , or Crawling:*	Never
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Never
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Assistant Director 123560

55

Essential

Website Design, Development and Maintenance

-Modify and update website content through the use of a CMS across multiple websites.
-Create website pages as needed, incorporating photos, graphics, text and video.
-Work with developers and a project team to create and plan new releases of website functionality.
-Keeps the website fresh and relevant by identifying and implementing new website opportunities.

35

Essential

Quality Control and Website Improvement

-Develop and monitor key performance metrics to improve websites usability.
-Assist and coordinate team members in creating, testing and troubleshooting of website applications, templates and layouts.
-Maintain consistency of graphic and presentation content.
-Provide recommendations for how the organization can improve its brand presence through SEO, SEM and mobile.

10

Essential

Other duties as required.

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Statewide Program Assistant Director (FLVC) 123180	PageUp #:PD-44

Department: 6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123180

Position: Statewide Prgrm Asst. Dir-FLVC
Position no: 123180
Division: The Complete Florida Plus Program
Department: FALSC Services
Employee Name: David Whisenant
Supervisor: Brian Erb

Position #:

Position Title:* Statewide Program Assistant Director (FLVC) 123180

Working Title: Assistant Director for Library Relations

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FALSC Operations

Work site / location:

Classification:* Statewide Program Assistant Director (FLVC)

Classification: Statewide Program Assistant Director (FLVC)

Classification Code: 9528

Pay Band: Administrative/Managerial

E Class Description: 30-University Work Force Ex FT

EEO Skill: 10 Administrative/Managerial

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization and two (2) years of experience or a Bachelors degree in an appropriate area of specialization with four (4) years of experience.

Position Qualifications: NA

Statewide Program Assistant Director (FLVC) 123180	PageUp #:PD-44

Knowledge, skills, and abilities:
• Strong customer service orientation, with advanced analytical and problem-solving skills to assess and respond creatively to administrative/management issues and service opportunities.
• Knowledge of technological trends, issues, and accepted practices in areas of responsibility.
• Knowledge of library issues and practices in an academic setting.
• Technical aptitude to learn new products, to develop tools to assist staff in providing assistance to libraries, and to grasp new techniques quickly.
• Ability to formulate and implement policy, strategic plans, goals and objectives regarding customer relations functions.
• Ability to coordinate and prioritize service responses effectively, working with diverse staff internally and externally to insure timely and appropriate responses.
• Ability to maintain effective work relationships

JOB DUTIES

Job Summary:*

This position reports to the Director of Library Support and Training for Florida Academic Library Services Cooperative (FALSC) of the Florida Virtual Campus (FLVC). This position leads the Library Relations program and is located in the Tallahassee office. This position is responsible for directing, planning, managing, and evaluating all training and consultation services activities for FALSC products and services.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless authorized by the Director for Library Support and Training.

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required. Travel is expected.

Describe the types of decisions that are made in the position:*

This position makes decisions regarding sensitive matters involving our customers.

Describe the types of problems analyzed and /or solved in the position:*

This position requires complex problem solving including logistics for delivering statewide service and resolving technical issues for the integrated library system.

Consequence of Error:

Describe the type of communication with internal and external sources:*

The incumbent will communicate internally with FLVC staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

This position has access to confidential patron records.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

This position handles money for regional meeting registration, etc.

List the hardware and software applications that are required for this position:*

This position works with the Customer Relationship Management system, the course registration system and the integrated library system.

Does this position supervise line faculty or workforce employees?:*

◉ Yes ○ No

List the classification title and position number of the employee(s) supervised:

123070- Library Services Analyst
123060- Library Services Analyst
122420- Help Desk Manager

Does this position supervise OPS and/or Student Employees?:*

○ Yes ◉ No

Total Number of OPS and/or Student Employees supervised:

0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Statewide Program Assistant Director (FLVC) 123180	PageUp #:PD-44

☐ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

| Statewide Program Assistant Director (FLVC) 123180 | PageUp #:PD-44 |

30 — Essential

Directs, plans and implements the statewide training and consultation service program of FALSC. Responsible for the daily operations and long range planning for these activities, including scheduling and logistics for instructor-led training, online training and user meetings. Acts as a strong advocate for the user in all functional areas of the organization. Builds relationships with a range of internal staff within FLVC and external users at all 40 public colleges and universities. Identifies user needs on an ongoing and annual basis regarding services and products and seeks appropriate technical, procedural or policy solutions. Develops plans, budgets, policies, procedures, and reports to address all areas of responsibility within available resources and strategic organizational goals. Consults with FLVC staff, vendors, and other organizations as needed to deliver appropriate and timely services to users statewide.

20 — Essential

Provides leadership and direct oversight of assigned staff; plans and approves workload; prepares and carries through to completion the performance evaluation and improvement process; recommends hiring and termination decisions; and manages overall performance of assigned staff. Ensures that all supervised employees are using time in a productive manner.

15 — Essential

Assists with the planning and implementation of the new Integrated Library System. Works with assigned integrated library system committees and working groups.

15 — Essential

Provides support for products and services in the area of responsibility in accordance with the Organizational Level Agreement using FLVC-provided tools such as CRM and the Microsoft Office Suite.

10 — Essential

Provides leadership for FALSC projects and business processes as designated. Coordinates all aspects of service/product design, development, delivery and resource utilization within team processes to ensure timely and effective implementation.

5 — Essential

Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.

5 — Essential

Other duties as assigned.

APPROVALS

Initiator:* 　　　　　　　　　　Jamie Sprague

Approval process:* 　　　　　　Position Description Migration

| 1. PD Migration Approved: | Jamie Sprague ✔ Approved Dec 10, 2019 |

HR Representative:* 　　　　　　Jamie Sprague

Library Services Analyst (123530)

PageUp #:PD-74

Department:	6061-FALSC Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 123530

Position: Library Services Analyst-FLVC
Position no: 123530
Division: The Complete Florida Plus Program
Department: FALSC ILS
Employee Name: Jay Wiese
Supervisor: Wendy Ellis

Position #:

Position Title:* Library Services Analyst (123530)

Working Title: Library Services Analyst

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FALSC Operations

Work site / location:

Classification:* Library Services Analyst (FLVC)

Classification: Library Services Analyst (FLVC)

Classification Code: 9522

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization or a Bachelors degree in an appropriate area of specialization with two (2) years of experience.

Position Qualifications: Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.

| Library Services Analyst (123530) | PageUp #:PD-74 |

systems (Millennium and/or Sierra), but other ILS experience is also acceptable.
• Experience in Acquisitions and managing, implementing or integrating with discovery services.
• Excellent analytical and problem-solving skills.
• Excellent interpersonal skills; excellent written and verbal communication skills.
• Demonstrated ability to handle multiple tasks simultaneously with minimal supervision.
• Demonstrated aptitude for technology and ability to learn new skills quickly.
• Ability to work both independently and collaboratively with staff, faculty and vendors. Initiative, flexibility, and the ability to adapt and work creatively in a complex, rapidly changing support environment.
• Familiarity with technical library services and operations.
• Understanding of technological trends and developments relevant to academic libraries.
• Familiarity with Microsoft Office products, HelpDesk ticketing systems and online collaboration technologies such as Collaborate.
• Experience training users o automated systems and preparing training materials.

JOB DUTIES

Job Summary:*

This position is part of the Integrated Library System (ILS) Team, which helps the libraries of the public university and college systems of Florida manage and maintain the library management system. Using expertise and system knowledge, the incumbent analyzes user needs and identifies, develops and implements solutions.

The Library Services Systems Specialist coordinates all aspects of acquisitions and serials of the integrated library system, and coordinates state-wide projects related to development, implementation, and optimization of FALSC-supported services for constituent libraries.

This position supports the both the technical and public services functions of the system: Acquisitions/Serials and the backup support for the Discovery Interface. The specialist work requires a detailed understanding of ILS data, configuration options, programs and outputs relevant to the area of work.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the supervisor. Some evening and weekend work may be required to maintain service production schedule or to participate in scheduled system maintenance, or as required for trave

Total Hours per Week:*

40

Explain variations in the workweek:

Some evening and weekend work may be required to maintain production schedule or to participate in scheduled system maintenance.

Describe the types of decisions that are made in the position:*

Leads and directs the work of project teams in an agile work environment. Exercises creativity in designing new functions and features to existing applications to insure that needs of users are met. Encourages library staff to implement responsible library acquisitions' best practices. Collaborates on developing and implementing strategies for achieving organizational and departmental goals and initiatives.

Describe the types of problems analyzed and /or solved in the position:*

This position is responsible for the development and implementation of policies related to their primary services and projects. S/He has the authority to communicate freely with library affiliates and liaisons about the development of these services and projects, can synthesize feedback from the affiliates and liaisons with original ideas for development, and is able to present these ideas to the supervisor and team for discussion. The employee is responsible for the execution and communication of policies related to their primary services, and has the authority to interpret as needed for the effective implementation of those policies. S/He can also develop and suggest recommendations for other areas of expertise as needed.
This position is involved in the development of applications and services designed to enhance the Integrated Library System. Collaboratively works with colleagues responsible for the development process: initial brainstorming, requirements drafting and needs assessment, coding of process and features, testing, developing policies and workflows, rolling out production services, training users, maintaining the services and eventually enhancing and growing the service.

Consequence of Error:

Library Services Analyst (123530)

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Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*	May be responsible for proper handling of confidential and sensitive information, such as FCS and SUS Libraries patron data and vendor data.
Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:	N/A
List the hardware and software applications that are required for this position:*	• Windows PC and peripherals, networked printers, office telephone, headphone/mic • Integrated Library System (Sierra), Discovery Tool (Encore/Duet), Outlook, Microsoft Word and Excel, HelpDesk ticketing systems and online collaboration technologies such as Collaborate.
Does this position supervise line faculty or workforce employees?:*	○ Yes ● No
List the classification title and position number of the employee(s) supervised:	N/A
Does this position supervise OPS and/or Student Employees?:*	○ Yes ● No
Total Number of OPS and/or Student Employees supervised:	0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*

☐ This position is eligible for veteran's preference

☐ This position requires a Child Care provider security check

☑ This position requires fingerprinting

☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical

☑ This position requires a criminal background screen

☐ This position requires a valid driver's license

☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

Library Services Analyst (123530)

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JOB DUTIES

% of time	Description of Duty	Essential
30	Troubleshoot and resolve problems identified with the Acquisitions, Serials or other related functions of the ILS and Discovery Tool and report issues to the vendor as necessary. Manage and support the area of acquisitions and serials, in addition to the discovery interface. This may require work outside of business hours in case of emergencies.	Essential
30	Participate in the ongoing planning and delivery of access to library resources and services for faculty, students, staff and researchers. Assist in the training, planning and coordination of projects related to ILS, Discovery Tool, and related products.	Essential
15	Develops, plans, schedules, and conducts instructional and informational programs that enable libraries to use FALSC services and products effectively, within established guidelines. Designs and develops instructional and informational materials for use in delivering the programs. Some travel required. Communicate systems status updates, and share information with and make presentations to various state library and regional groups. Visit libraries as appropriate to fulfill assigned responsibilities.	Essential
15	Serve as liaison for the FALSC DoIT programmers, library and campus IT where they intersect in relation to FLVC's services, specifically acquisitions, serials and invoice export, and authentication / authorization. Understand the functional, operational, and service needs of the Library in order to develop gateways between the Library's online resources and locally developed or third party application. Maintain current awareness of research and developments in areas of responsibility, including standards, library trends, statistics and instructional design.	Essential
5	Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects.	Essential
5	Other duties as assigned.	Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved:	Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague

Fiscal Specialist 122180

PageUp #:PD-1195

Department: 6076-FLVC Business Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122180

<u>Position: Fiscal Specialist</u>
Position no: 122180
Division: The Complete Florida Plus Program
Department: FLVC Business Operations
Employee Name: Linda Wilson
Supervisor: Lisa Ryals

Position #:   122180

Position Title:*   Fiscal Specialist 122180

Working Title: Senior Fiscal Specialist

POSITION DETAILS

Division:*   The Complete Florida Plus Program

Department:*   FLVC Business Operations

Work site / location: Tallahassee

Classification:*   Fiscal Specialist

<u>Classification: Fiscal Specialist</u>

Classification Code: 1418

Pay Band: Office/Program Support

E Class Description: 32-University Work Force NE FT

EEO Skill: 50 Clerical & Secretarial

Veteran's Preference Eligibility: Yes

FLSA: Non--Exempt

Minimum Qualifications: A high school diploma and three years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Position Qualifications: • Must have great customer service skills.
• Knowledge of State of Florida and University of West Florida purchasing and travel statutes, policies and procedures.

Fiscal Specialist 122180	PageUp #:PD-1195

Knowledge, skills, abilities:
• Knowledge of State of Florida and University of West Florida purchasing and travel statutes, policies and procedures.
• Ability to use multi-line telephone system, speaking clearly and distinctly, exercising appropriate business etiquette
• Proficiency in the use of word processing software
• Ability to perform tasks requiring attention to detail
• Possess problem-solving skills to assess and respond to operational needs, with ability to demonstrate cooperation, efficiency, and commitment within all areas of responsibility.
•Experience operating routine office equipment (i.e. photocopiers, fax machines, scanners).
•Familiarity with UWF's travel processing guidelines.
•Familiarity with UWF's P-Card guidelines.

JOB DUTIES

Job Summary:*

This position reports directly to the Assistant Director for Business Services for the Florida Virtual Campus (FLVC). This position serves as the primary travel processor for FLVC staff, provides accounts receivable services and administrative support to staff.

Marginal Functions:*

NA

Daily Hours (from-to):*

Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise authorized by the Director of Business Operations.

Total Hours per Week:*

40

Explain variations in the workweek:

NA

Describe the types of decisions that are made in the position:*

Determination of best practice in completing tasks. (i.e. making allowable travel arrangements for staff. Prioritization of work.

Describe the types of problems analyzed and /or solved in the position:*

General procedural problems.
General bookkeeping and accounting problems.
Business/office practices to be accomplished.

Consequence of Error:

3-Would be detected & corrected prior to utilization/operation/dissemination & may be serious, requiring significant effort & time. The effect is usually confined within the university. Most work not verified/checked except through supervisory review.

Describe the type of communication with internal and external sources:*

This position will communicate internally with FLVC staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:*

Describe the types(s) of confidential or sensitive information that is (are) handled and how it is used in the position As a member of Business Operations, the Sr. Fiscal Specialist may have access to sensitive or confidential information throughout the process of normal business transactions and will maintain confidentiality in all aspects of responsibility.

Describe the level of monetary responsibility associated with this position. What is the amount of money that is typically handled, and what are the consequences of error?:

NA

List the hardware and software applications that are required for this position:*

• Productivity Tools (particularly Microsoft Word and Excel)
• UWF systems related to finance and budgeting (Banner)
• Multi-line telephone system

Does this position supervise line faculty or workforce employees?:*

○ Yes   ◉ No

List the classification title and position number of the employee(s) supervised:

NA

Does this position supervise OPS and/or Student Employees?:*

○ Yes   ◉ No

Total Number of OPS and/or Student Employees supervised:

0

Fiscal Specialist 122180

preference	employment physical
☐ This position requires a Child Care provider security check	☑ This position requires a criminal background screen
	☐ This position requires a valid driver's license
☐ This position requires fingerprinting	☐ This position requires licensure, certification, or other described in the Special Instructions
☐ This position is responsible for meeting requirements of FS 215.422	

PHYSICAL DEMANDS

Physical requirements of the job:*	No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.
Impact of deadlines of the job:*	Routine deadlines. Usually sufficient lead time. Variance in work volume, seasonal, and predictable. Priorities can be anticipated. Some interruptions are present. Involves occasional exposure to demands/pressures from persons other than immediate sup.
Standing:*	Daily
Walking:*	Daily
Sitting:*	Daily
Reaching with hands and arms:*	Daily
Climbing or Balancing:*	Occasionally
Stooping, Kneeling, Crouching , or Crawling:*	Occasionally
Use of hands to handle objects:*	Daily
Lifting up to 10lbs.:*	Daily
Lifting up to 25lbs.:*	Occasionally
Lifting over 25lbs.:*	Occasionally
Talking - express or exchange of ideas verbally:*	Daily
Hearing - perceive sound by ear:*	Daily
Vision - ability to distinguish similar colors, depth perception, close vision:*	Daily

ESSENTIAL FUNCTIONS OF THE JOB

Fiscal Specialist 122180

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10

Serves as back-up for other Financial Services' positions, including payment of invoices, requisition entry, and assistance with budget preparation providing information on projected travel spending.

Essential

5

Performs work in support of business processes and projects. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. Performs other duties as assigned.

Essential

20

Provides accounts receivables services for the Members Council meetings, Regional User meetings, FLVC symposium and other meetings/events hosted/sponsored by the organization. Creates invoices for meeting registrations and processes refunds when necessary. Reconciles payments received to outstanding invoices. Monitors outstanding payments and follows up on late payments when necessary. Updates registration records and prepares cost analysis at the conclusion of each event.

Essential

65

Prepares and processes all travel authorizations and reimbursements, ensuring compliance with policies/procedures for travel. Advises employees and other travelers regarding travel-related contracts and available discounts. Makes reservations, updates travel tickets, ensuring positive customer experience. Assigns/confirms appropriate accounting codes for travel expenses. Prepares monthly departmental travel reports for budget manager review.

Essential

APPROVALS

Initiator:*   Mike Brumfield

Approval process:*   4 Approvers - existing JD

1. 1st Approver:	Lisa Ryals ✔ Approved Feb 21, 2020	
2. 2nd Approver:	Geri Genovese ✔ Approved Feb 24, 2020	
3. 3rd Approver:	Robert Dugan ✔ Approved Feb 24, 2020	
4. 4th Approver:	Fawnn Harnage ✔ Approved Feb 29, 2020	
5. HR Initial Review:	Employment Team ✔ Approved Mar 6, 2020	
6. Employee:	Linda Wilson ✔ Approved Mar 10, 2020	
7. HR Final Review:	Employment Team ✔ Approved Mar 11, 2020	

HR Representative:*   Employment Team

Desktop Support Engineer (122870)

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Department: 6062-FLVC DOIT Operations

If you wish to update this Job Description, scroll down to the Approval Workflow and select "Click to Update Job Description" to reopen the fields and launch a new approval request. **Fill in all mandatory fields marked with an asterisk.**

Position Number: 122870

Position: Desktop Support Engineer
 Position no: 122870
 Division: The Complete Florida Plus Program
 Department: FLVC DOIT Operations
 Employee Name: Shawn Wilson
 Supervisor: Ray Bogan

Position #:

Position Title:* Desktop Support Engineer (122870)

Working Title: Senior Desktop Systems Engineer

POSITION DETAILS

Division:* The Complete Florida Plus Program

Department:* FLVC DOIT Operations

Work site / location:

Classification:* Desktop Support Engineer

Classification: Desktop Support Engineer

Classification Code: 9502

Pay Band: Professional

E Class Description: 30-University Work Force Ex FT

EEO Skill: 30 Other Professionals

Veteran's Preference Eligibility: No

FLSA: Exempt

Minimum Qualifications: Masters degree in an appropriate area of specialization; or a bachelors degree in an appropriate area of specialization and two years of appropriate experience.

Position Qualifications: NA

Desktop Support Engineer (122870)	PageUp #:PD-1269

• Experience installing, configuring, securing and maintaining Microsoft Windows, Linux and Apple OS/X Operating systems, both in a physical and virtual environment. Examples of such activities include strong problem solving and analysis; the use of basic utilities and commands at the operating system level; editing files in their native environment; navigating file systems; installing software, resolving issues based on system configuration; user administration (setup and maintenance) Experience with monitoring systems such as Dell Open Manage, Uptime, Nagios, and Xymon

• Solid understanding and experience with an Active Directory infrastructure including DNS, DHCP, , Group Policy, DFS file services and LDAP directory services including activities such as managing user accounts, creating group policies for managing servers and workstations, provisioning file systems using DFS.

• Experience using computer imaging technology such as Windows Deployment Services or Altris.

• Support of various PC and MacIntosh software such as word processors, spreadsheets, database packages and desktop publishing software

• Experience using desktop security products such as Firewalls, Anti-virus, Spyware products, and other security products.

• Experience supporting Avaya VoIP and Scopia video conferencing systems. Experience setting up and coordinating the AV and technical needs for events the organization supports. Coordinating with vendors and external partners to ensure the highest level of customer service.

• Solid understanding of networking concepts (both wired and wireless). Support of VPN and Remote Desktop technologies.

JOB DUTIES

Job Summary:* This position reports directly to the Assistant Director, Network and Desktop Services of Infrastructure Services -Tallahassee Office for the Florida Virtual Campus (FLVC). This position is a member of the Network and Desktop Services workgroup and is located in the Tallahassee office. This position provides support to other IT staff by developing and deploying tools to assist in managing their areas of responsibility.

Marginal Functions:* In support of FLVC internal and external facing products, the Desktop Engineer is expected to also be an effective team player, manage projects, attend meetings, serve on University Task Forces, interact with outside service providers and train and disseminate knowledge to non-technical users.

Daily Hours (from-to):* 8:00 am - 5:00 pm, Monday - Friday

Total Hours per Week:* 40

Explain variations in the workweek: Some evening and weekend work may be required. Provides on-call support. This position may travel to support and assist FLVC staff.

Describe the types of decisions that are made in the position:* Decisions that allow for the effective and efficient use of technology to FLVC faculty and staff. Security decisions as related to the prevention of server/system and workstation breaches. Recommending which software and hardware applications would best facilitate the strategic plans and goals of the university.

Describe the types of problems analyzed and /or solved in the position:* Software related problems pertaining to Microsoft Windows and Server products as well as Microsoft applications products, and Apple OS. Hardware related problems that arise with servers.

Consequence of Error:

Describe the type of communication with internal and external sources:* The incumbent will communicate internally with FLVC staff.

Describe the type(s) of confidential or sensitive information that is (are) handled and how used in the position:* Access to great deal of sensitive and confidential information data stored in electronic databases and files. Access to central computing systems, serves, and workstations.

Desktop Support Engineer (122870)

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List the hardware and software applications that are required for this position:* Microsoft Windows Server 2003, 2008 R2 and 2012. Red Hat Linux. VMWare and Hyper-V. Various other server management utilities and scripting languages.

Does this position supervise line faculty or workforce employees?:* ○ Yes ● No

List the classification title and position number of the employee(s) supervised: NA

Does this position supervise OPS and/or Student Employees?:* ○ Yes ● No

Total Number of OPS and/or Student Employees supervised: 0

SPECIAL REQUIREMENTS OR CONSIDERATIONS OF THE JOB

Special Requirements of the Job:*
☐ This position is eligible for veteran's preference
☐ This position requires a Child Care provider security check
☐ This position requires fingerprinting
☐ This position is responsible for meeting requirements of FS 215.422

☐ This position requires a post-offer employment physical
☑ This position requires a criminal background screen
☐ This position requires a valid driver's license
☐ This position requires licensure, certification, or other described in the Special Instructions

PHYSICAL DEMANDS

Physical requirements of the job:* No unusual physical requirement. Requires no heavy lifting and nearly all work is performed in a comfortable indoor facility.

Impact of deadlines of the job:* Externally imposed deadlines set and revised beyond one's control. Interruptions influence priorities. Difficult to anticipate nature or volume of work with certainty beyond a few days.

Standing:* Daily

Walking:* Daily

Sitting:* Daily

Reaching with hands and arms:* Daily

Climbing or Balancing:* Occasionally

Stooping, Kneeling, Crouching , or Crawling:* Occasionally

Use of hands to handle objects:* Daily

Lifting up to 10lbs.:* Daily

Lifting up to 25lbs.:* Frequently

Lifting over 25lbs.:* Occasionally

Talking - express or exchange of ideas verbally:* Daily

Hearing - perceive sound by ear:* Daily

Vision - ability to distinguish similar colors, depth perception, close vision:* Daily

ESSENTIAL FUNCTIONS OF THE JOB

Desktop Support Engineer (122870)   PageUp #:PD-1269

40 | Develop and deploy tools for use by other desktop engineers and IT support staff furthering their ability to manage their areas of responsibility. | Essential

25 | Performs work in support of any audio/visual and conferencing needs for the organization. . | Essential

10 | Provides end-user training and support for application software and hardware. Documents business process for all job tasks. | Essential

5 | Maintains inventory of hardware and software, including the hardware components, software product, version, service and license agreements and all network equipment. | Essential

10 | Performs work in support of business processes and projects, as assigned. Performs time-sensitive tasks and meets established deadlines; maintains effective communications with appropriate FLVC staff; maintains effective working relationships to ensure the success of the business processes and projects. | Essential

10 | Performs other duties as assigned. | Essential

APPROVALS

Initiator:*   Jamie Sprague

Approval process:*   Position Description Migration

1. PD Migration Approved: Jamie Sprague ✔ Approved Dec 10, 2019

HR Representative:*   Jamie Sprague