Job Description	VENUES TECHNOLOGY SUP SPEC-CON
Job Code	XIM12
Benefit Group	Contract - Mid/Professional
Pay Grade	15
Authorized Strength	1
Minimum Pay	36648.40
Mid-Point Pay	45840.12
Maximum Pay	55031.84

Nature of Work

Performs professional, technical, and operational work administering specialized computer systems and applications for the Orlando Venues department. This position is responsible for supporting computer programs; testing and debugging; documentation and assisting personnel in the use of computer and software applications and equipment. Primary duties of this position are to assist in analyzing manual and automated systems; and designing, implementing, testing, administering and improving information systems applications and procedures. Additionally, this position trains and assists personnel in the use of computer applications and equipment. The incumbent in this position is required to work evenings, weekends and holidays. Work is performed under general supervision and performance is reviewed through observation, discussion and review of effectiveness of programs and client feedback.

Work Performed

Assists with the coordination, scheduling, troubleshooting and testing of product upgrades.

Monitors various software systems before, during and after scheduled events to ensure accessibility, stability and reliability of the products.

Analyzes system performance and processes, documenting errors and reporting issues to third party vendors and works out resolutions.

Oversees computer operations during events when key systems are being used to ensure all systems are working properly, which entails working nights, weekends and holidays.

Utilizes the City network and firewall and works diligently to conform to the City Technology Department applicable technical and data standards and protocol requirements.

Performs other related duties as required.

Knowledge, Skills and Abilities

Knowledge of the various types of technologies used at the Orlando Venues facilities; to include access and credential technologies; parking software, including revenue control and payment devices.

Knowledge of relevant business, accounting, and record keeping practices and procedures.

Knowledge of information systems, concepts, techniques and operating principles.

Knowledge of computer programming techniques.

Knowledge of the capabilities, limitations and uses of computers, software applications and related equipment and techniques of translating client requirements into structured applications and programs utilizing available resources. In addition, problem solving for wireless connectivity.

Skilled in testing and debugging Venues computer systems and related technology.

Skilled in the operation and utilization of personal computers and other computer devices for extended periods of time.

Ability to analyze and designs procedures for information systems applications.

Ability to develop, or modify existing, system proposals, data models, documentation, and client procedures.

Ability to exercise independent judgment.

Ability to work both alone or as a member of a team.

Ability to develop and maintain user manuals and training materials for the technology systems in use by the Venues.

Ability to conduct research and communicate effectively orally and in writing.

Ability to establish and maintain effective working relationships with departmental contacts and third party support personnel.

Ability to read and understand technical manuals and vendor documentation.

Ability to conduct tests, analyze test results, detect programming errors and take proper corrective steps.

Ability to use standard word processing, spreadsheet and database programs to assist in communicating incidents and performance issues, generating reports and preparing status documents.

Minimum Qualifications

Bachelor's degree in Computer Science, Information Systems, Business/Public Administration or related field and one (1) year application and system support and configuration experience; or an equivalent combination of education, training and experience. Must be available and willing to work a flexible schedule which may include evenings and weekends in support of venue events and other scheduled work. Must pass a drug test and a police background investigation that includes a polygraph.

ADDITIONAL REQUIREMENTS FOR PROMOTIONS: Last performance evaluation must have resulted in an overall meets standards rating or better with no goal rating of less than meets standards.