



JUVENILE WELFARE BOARD OF PINELLAS COUNTY

The Juvenile Welfare Board of Pinellas County (JWB) has been making the health, safety, and well-being of our county's children a priority for 75 years. We invest in partnerships, innovation, and advocacy to strengthen Pinellas County children and their families.

JOB OPPORTUNITY

May 22, 2023

The Juvenile Welfare Board offers a comprehensive benefits package, including medical, vision, dental, and life insurance as well as vacation and sick leave, tuition reimbursement, and participation in the Florida Retirement System among other benefits.

Position Title:	Software Application Support Analyst	Department:	Information Technology
Reports To:	Director of Information Technology	FLSA Status:	Exempt
Pay Grade:	107	Hiring Range:	\$58,442.99 - \$77,430.07 Salary is commensurate with experience

Position Purpose:

This position provides application administration, technical support, and training to internal and external stakeholders for various enterprise-wide business software applications to ensure business units have access to quality data and can meet their goals.

Key Responsibilities:

- Understands JWB's business processes in order to become the subject matter expert for JWB software systems including software used for grants management, collection of evaluation data and other business functions.
- Manages user access and roles on multiple business applications.
- Provides helpdesk support on assigned systems to troubleshoot errors and inconsistencies within applications and escalate internally or to the vendor as needed.
- Develops training manuals, system, and reporting documentation.
- Coordinates trainings, schedule and register end-users for training sessions.
- Provides hands-on training with both internal and external staff to ensure the end-user can perform data entry and understands how JWB processes and business rules correspond with the use of the applications.
- Creates and modifies reports by gathering business requirements, performing the build, testing, and performing quality assurance (QA) checks within assigned software systems.
- Creates and disseminates vital system information to end-users regarding system status, upcoming trainings, etc.
- Identifies and analyzes user requirements, procedures, and problems to improve existing processes within JWB's systems.
- Ensures that JWB program wide data is kept up to date and is accurate by performing data entry and QA checks within JWB's database.
- Acts as the JWB project manager for new software implementations, by working hand-in-hand with the vendor project manager and internal units.
- Assists internal and external stakeholders with change management tactics to ensure a smooth transition of any new or changed systems.
- Establishes good working relationships with vendors to identify, develop, and test new software or enhancements and changes to software.
- Performs related work as assigned or required.

Specifications:

- Associate degree in Information Technology, Business or related field. Bachelor's degree preferred.
- A minimum of three (3) years' experience in the implementation and support of software systems and relevant IT experience.
- Knowledgeable of general business practices and procedures such as: grants management, budgets, participant evaluation data or governmental entities.
- Project Management experience preferred.
- Comfortable working with financial data.
- Ability to analyze data and possess a general understanding of data sets.
- Prior experience providing technical software support and hands-on training of end-users.
- Ability to troubleshoot issues within systems with an understanding of when to escalate to vendor support.
- Ability to learn new technologies and explore solutions to fit the organization.
- Advanced skills in Microsoft Office Suite.
- Skills in adherence to detail and self-starting.
- Ability to work in teams, collaborate with others, and manage multiple projects simultaneously.
- Ability to maintain effective working relationships with internal staff, provider agencies, and vendors.
- Ability to communicate effectively both verbally and in writing.

Additional Requirements:

- Successfully pass a Level 2 background screening as required by Ch. 435 Florida Statutes.
- Possess a valid driver's license and/or access to reliable transportation.

Working Conditions:

- JWB staff shall reside within the Tampa Bay area. Currently, this is a hybrid-remote position and physical presence at the JWB office or other sites in Pinellas County may be required.

**Interested applicants, please submit resumes by Friday, June 2, 2023 to:
Juvenile Welfare Board of Pinellas County, Attn: Human Resources Dept.
14155 58th Street N. Clearwater, FL 33760**

email: hr@jwbpinellas.org or fax: 727-453-5610 Website: www.jwbpinellas.org

*The Juvenile Welfare Board is an equal opportunity employer. The Juvenile Welfare Board is an E-Verify Employer.
Certain service members and veterans, and the spouses and family members of the service members and veterans, receive preference and priority in
employment by the state and are encouraged to apply for the positions being filled.*

*Applicants interested in claiming Veterans' Preference please apply at: www.jwbpinellas.org
All applicants are advised that applications in Florida become a matter of public record upon receipt.*