



SOFTWARE ANALYST

#Software, #Analyst, #ApplicationSpecialist, #ApplicationSupport, #ApplicationAnalyst,
#ApplicationTechnician, #off-the-shelf, #cannedsoftware

This position is responsible for software used by the Authority including software implementation, configuration, maintenance, on-going support, and end-user training. Successful candidate will have to master the off-the-shelf software capabilities and functionalities and apply them to the internal business processes to improve productivity. Occasional programming will be required.

Essential job functions/responsibilities are as follows:

- Provide support for the off-the-shelf software including implementation, maintenance, and end-users training
- Interact with software vendors, consultants, and end-users on a daily basis
- Work closely with end-users to identify system limitations and develop potential solutions
- Serves as the liaison for different departments and they business needs that rely on software
- Review existing business practices and propose improvements

- Additional job functions/responsibilities are as follows: Maintain and troubleshoot databases
- Troubleshoot software, identify root causes, and propose solutions
- Monitor the systems daily and respond to security, functionality, and performance concerns
- Develop accurate and user-friendly reports
- Conduct appropriate testing and software updates
- Document software changes thoroughly, accurately, and in a timely manner
- Test the software disaster recovery solution
- Develop appropriate interfaces between different applications as needed
- Analyze and evaluate industry trends, new technology and products
- Backup the IT Administrator and Computer Support Technician as needed
- Must utilize safety equipment provided by the Authority, follow all safety rules and notify supervisor of unsafe equipment, missing safety equipment or unsafe working conditions
- Must always be safety conscious and use good judgment in performing job tasks
- Must present a neat and professional appearance. Tact and diplomacy must always be used to assure a positive company image

Required knowledge, Skills and Abilities:

- Florida Driver's License in good standing
- Graduation from a four-year college, preferable with a degree in Information Systems or any equivalent combination of training and experience
- Strong analytical and problem-solving skills are a must
- Preferred 2+ years of experience in enterprise software implementation, maintenance, and support
- Experience with HTML, Python, API, XML, and CSS.
- Must work with minimum supervision and be a team player
- Good communication skills and the ability to work well with people at all levels (technical, non-technical) are essential
- Capable to work with users that are resistant to changes
- Must be proficient in web services (REST and SOAP) and design for API integration

- Must have neat and professional appearance
- Ability to maintain effective working relationships with employees and the public

Preferred Qualifications:

- Prior experience with migration from one enterprise software to another
- Experience with data conversion
- Database management
- Reporting services (SSRS, Crystal Reports, Microsoft Report Builder, XL Reporter)
- Knowledge and experience with following products: Advanced Utilities (CIS), Tyler Munis, Pro-core, Laserfiche, Lucity, HachWIMS, ERSI, GIS, GE iFix, WebDB, OPW, Manager Plus
- Certifications related with the job function will be a plus

Closing date: open until filled

Starting Pay: \$23.41 to \$31.13 hourly depending on qualifications

Pay Range: \$23.41 to \$38.86 hourly

This is an on-site position.

Excellent benefits to include employer paid health, dental, life, short and long-term disability and retirement.

To obtain a job application, please visit the Seacoast Utility Authority website at <https://www.sua.com/employment>.

Please submit your application to:

Seacoast Utility Authority

Human Resources Department

4200 Hood Rd

Palm Beach Gardens, FL 33410

E-Mail: hr@sua.com

Phone: 561-656-2258