## UNIVERSITY SUPPORT PERSONNEL SYSTEM

### POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>1. The Division:</th>
<th>2. Transaction Type:</th>
<th>3. Position Number:</th>
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</thead>
<tbody>
<tr>
<td>Student Affairs</td>
<td></td>
<td>20176</td>
</tr>
</tbody>
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<tr>
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<tbody>
<tr>
<td>Student Affairs</td>
<td>0320-000-62</td>
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<th></th>
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<tbody>
<tr>
<td>Public Safety (Police Department)</td>
<td>1.0</td>
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<tbody>
<tr>
<td>Parking Services</td>
<td>9218</td>
<td>Tallahassee</td>
<td>Leon</td>
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<tr>
<th>17. Class Code:</th>
<th>Class Title:</th>
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<tbody>
<tr>
<td>2050</td>
<td>Computer Support Specialist</td>
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### NEW

| 18. Describe in detail the specific duties and responsibilities assigned to this position. Identify Essential/Marginal functions. Essential Functions are those tasks or functions that are fundamental to the position. Marginal Functions are those tasks or functions that are performed by the incumbent, but are not necessary to the position. Attach additional sheets, if necessary, to properly describe the position. Duties and responsibilities should equal 100% of time. |

#### 25% Serve as liaison for parking program automated processes, to include Duncan ticket writing devices, databases, troubleshooting, and accounts receivable interface into PeopleSoft. Notify supervisor promptly of all critical issues i.e. downtime, etc.

#### 20% Train employees in the use of equipment, software applications, or systems. Maintain all support documentation pertaining to staff education and training.

#### 15% Assist with the full range of collections efforts to include the development of internal tracking reports to monitor all employee data entry productivity, citations issued by officers, revenue stream, and historical data for all interfaced accounts receivable.

#### 10% Serve as departmental liaison for retrieving new student data from the Registrar’s Module for ERP/PeopleSoft into the Duncan Management Solution System and ensure that uploads are performed each semester after drop/add period.

#### 10% Inputs data by personal computer keyboard to include Duncan Management Solutions, PeopleSoft accounts receivable, vehicle registrations and/or appeals, paid, etc.

#### 10% Performs quality control checks on production runs and data files/input to include interpreting data entry computer system error messages and resolves routine problems.

#### 5% Maintains all support documentation on system enhancements, data requests, and documentation library both electronically or manually, i.e. diskettes, CDs, etc

#### 5% Marginal: Other related duties as necessary to include answering customer service inquiries.
Position Number: 20176

19. Subordinates: List class codes, official class titles, and position numbers for each position that reports directly to this position.

   N/A

20. Supervisor’s Position Number: 20211  Class Code: 9459  Class Title: Business Manager

21. Working Hours: a) Daily from 8:00 a.m. to 5:00 p.m. b) Total hours per week 40

   c) Explain any variations in workweek, split shifts, on-call status, or rotations.

22. Knowledge, Skills, and Abilities: List specific knowledge, skills, and abilities required in this position. Use additional sheets, if necessary.

   ➢ Knowledge of administrative principles, practices and procedures.
   ➢ Knowledge of data gathering techniques.
   ➢ Knowledge of principles and techniques in effective verbal and written communication.
   ➢ Skill in operating computerized citation system.
   ➢ Skill in operating personal computers.
   ➢ Skills in preparing spreadsheets utilizing Microsoft Excel.

23. Required Licenses/Certifications/Other Specific Requirements of Law: Please review statements below check all that apply.

   ☑ This position requires police background check and/or fingerprinting, Florida Statutes.
   ☐ This position requires a childcare provider security check as required under Sections 402.305 and 402.3055, Florida Statutes.
   ☐ This position is responsible for meeting the requirements of Section 215.422, Florida Statutes, as amended regarding the approval and/or processing of vendors’ invoices and/or distribution of warrants to vendors.
   ☐ This position requires licensure, certification or other special requirements described below.

24. Signatures: I certify that the duties described are accurate and reflect the responsibilities officially assigned to the position and that any required licensure(s), certification(s) and/or other specific requirement(s) by law are so indicated.

   Micheal Watson
   Name of Incumbent (Print)       Signature       Date

   Mary H. Adams
   Name of Immediate Supervisor (Print)       Signature       Date

   James W. Lockley, Jr.
   Name of Reviewing Authority (Print) (Vice President, Dean, Director, Department Head or other administrative officer)
   Signature       Date

25. University Personnel Relations Office Review:

   Director, University Personnel Relations       Date