



Miami-Dade County, Florida

JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Solutions Specialist

Department: Technology Design & Solutions (TDS)
Pay Grade: A5
FLSA Status: Exempt

JOB SUMMARY

The Solutions Specialist executes on solutions design in response to business priorities and vetted requirements. This position conducts unit testing and validates use cases to ensure solution aligns with requirements. This position maintains and implements routine solutions under the guidance of senior TDS team members.

Supervisory Responsibilities

This position has no supervisory duties.

ESSENTIAL JOB FUNCTIONS

- Executes on solution design in response to business priorities and vetted requirements withing established timelines.
- Conducts unit testing and validates use cases to ensure solution aligns with requirements.
- Collaborates with team on design and development of solutions.
- Maintains solutions and provides production support, including fixing bugs in our systems, adding functionality to our existing systems, and answering questions related to system functionality and processes.
- Develops a thorough understand of business processes and need for information utilization to meet user business needs.
- Works with the business owner to identify and resolve data quality issues.
- Analyzes complex business needs presented by the user community and recommends solutions.
- Ensures the consistency and sustainability of solutions by maintaining and enforcing standards.
- Utilizes established business processes including the development life cycle to guide work.
- Helps identify and investigate source systems needed to meet user analytical and reporting needs.

- Develops and presents proof of concept and prototypes to users to determine whether solutions meet user business and functional needs.
- Identifies and recommends solutions for presenting business key performance indicators through use of data visualization tools including development of dashboards and scorecards.
- Designs, develops, customizes and tests analytical solutions to meet business requirements.
- Implements solutions to integrate structured and unstructured data to facilitate data mining, machine learning and artificial intelligence efforts.
- Develops or assists in the creation of project time estimates.
- Maintains communications with management and users during development or maintenance cycle.
- Provides post implementation support of user questions and fine tuning of reporting solutions.
- Communicates technical concepts to technical and non-technical audiences.
- Assists with testing use case scenarios.
- Ensures that code repositories and other technical documentation is up to date.
- Other related duties as assigned.

QUALIFICATIONS

Education and Experience:

Bachelor's degree preferred; one (1) year experience in information management, business intelligence, business analysis, or related field where information is utilized for decision making and assessment; or equivalent combination of education and experience.

Licenses or Certifications:

Valid State of Florida driver's license.

Special Requirements:

None.

Knowledge, Skills and Abilities:

- Knowledge of business intelligence technology, systems and/or reporting tools.
- Knowledge of workflow and project management software.
- Knowledge of SQL; data extract, transform/load and visualization skills required.
- Knowledge of Excel, PowerPoint, Access, and Word; PowerBI preferred.
- Knowledge of relational databases, data models and their relationship to reporting.
- Skill in effective communication, both orally and written.
- Strong analytical and problem-solving skills.
- Ability to implement innovative solutions to complex analytical problems.
- Ability to learn data mining, machine learning and predictive analytical skills.
- Ability to integrate structured and unstructured data to support information needs.
- Ability to manage multiple concurrent projects and tasks.
- Ability to work with people with diverse backgrounds (technical and non-technical).
- Ability and motivation to learn new technologies quickly with minimal support and guidance.
- Ability to work independently with minimal supervision.

- Ability to establish and maintain effective working relationships with managers, service providers, other employees and the public.

WORKING CONDITIONS

The incumbent performs administrative work in a normal office environment with comfortable air temperatures and adequate lighting and ventilation. While working, the incumbent alternates physical activities such as sitting and walking around the various areas of the organization as well as utilizing a computer keyboard and telephone. Finger dexterity, voice and hearing abilities are required. Must be able to lift up to 25 pounds. This position is allowed to use The Children’s Trust’s hybrid schedule that generally allows employees to work both remotely and from the Miami office 2-3 days per week.

The Children’s Trust of Miami-Dade County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

The Children’s Trust of Miami-Dade County commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The Trust’s policy is to employ qualified persons without discrimination on the basis of any protected characteristic, including race, color, religion, national origin, citizenship, sex, political affiliation, veteran’s status, age, genetic information, sexual orientation, gender identity, to include transgender status, disability or status in any other group protected by federal/state/local law.