

**EMPLOYEE SELECTION PROCEDURES
CHECK LIST**

POSITION TITLE: Tech. Support Spec. (Filed as Computer Tech.) JOB CLASS CODE: 1246

SUPERVISOR: Paul Cales DEPT. MANAGER: Rick Kellough

- HIRING DEPARTMENT HAS PREPARED THE "96" FORM; INCLUDING IDENTIFYING THE CLOSING DATE FOR ACCEPTANCE OF APPLICATIONS AND FORWARDED TO HR EXECUTIVE ASSISTANT FOR POSTING.

- POSITION IS POSTED THROUGHOUT SYSTEM WITHIN 48 HOURS OF RECEIPT OF 96 FORM.

- N/A IF THERE ARE MORE THAN FIVE (5) APPLICANTS, THE HUMAN RESOURCES COORDINATOR WILL PREPARE A RECAP OF ALL APPLICATIONS. THIS PROCESS MUST BE COMPLETED WITHIN 48 HOURS OF POSTING/ADVERTISING CLOSING DATE.

- SELECTION COMMITTEE WILL PREPARE THE MATRIX FORM WITH THE FACTORS AND THE APPLICANTS TO BE INTERVIEWED.

- X SELECTION COMMITTEE NOTIFIES HUMAN RESOURCES OFFICE TO SET UP INTERVIEWS.

- X EACH MEMBER OF THE SELECTION COMMITTEE WILL COMPLETE THEIR MATRIX FORM AND SUBMIT THEM ALONG WITH THEIR TYPED RECOMMENDATION OFFER TO THE HR MANAGER WITHIN 48 HOURS OF THE INTERVIEWS. THE OFFER RECOMMENDATION WILL INCLUDE THE SALARY.

- DEPARTMENT MANAGER AND EXECUTIVE DIRECTOR WILL SIGN OFF ON THE RECOMMENDATION OFFER.

- X THE H.R. OFFICE WILL CONDUCT BACK GROUND INVESTIGATIONS, WHICH WILL INCLUDE REFERENCE CHECKS, DRIVER'S LICENSE, AND CRIMINAL RECORDS CHECKS, ON THE HIGHEST SCORING CANDIDATE WITHIN FIVE (5) DAYS OF RECEIPT OF HIRING RECOMMENDATION.

- X ONCE ALL BACK GROUND INFORMATION IS RECEIVED, THE MANAGER OF H.R. WILL NOTIFY THE HIRING DEPARTMENT MANAGER OF THE OUTCOME OF THE RESEARCH AND MAKE AN OFFER OF EMPLOYMENT TO THE APPROVED CANDIDATE WITHIN TWO (2) DAYS OF THE RECEIPT OF ALL BACK GROUND INFORMATION.

- HUMAN RESOURCES EXECUTIVE ASSISTANT WILL SEND NOTIFICATION LETTERS OUT TO ALL APPLICANTS NOT HIRED FOR THIS POSITION WITHIN FIVE (5) DAYS OF THE ACCEPTANCE OF THE JOB OFFER.

**Karen M.
Rodriguez**

MANAGER OF HUMAN RESOURCES

Digitally signed by Karen M. Rodriguez
DN: cn=Karen M. Rodriguez, o=Florida Keys
Aqueduct Authority, ou=Human Resources,
email=krodriguez@flaa.com, c=US
Date: 2014.06.07 11:23:30 -0400

08/06/14

DATE

FLORIDA KEYS AQUEDUCT AUTHORITY



TECHNICAL SERVICES
1100 KENNEDY DRIVE, KEY WEST, FL 33040
Telephone: 305-295-2120 • FAX: 305-295-2139

August 5, 2014

MEMORANDUM

TO: Karen M. Rodriguez, Manager of Human Resources

FROM: Rick Kellough, Manager of Technical Services

SUBJECT: Job Offer for Computer Technician

**Rick
Kellough**

Digitally signed by Rick Kellough
DN: cn=Rick Kellough, o=Technical
Svcs, ou=8010,
email=rkellough@Raa.com, c=US
Date: 2014.08.05 08:43:23 -04'00'

The Technical Services Department had requested the posting and advertisement of a Technical Support Specialist position. We did not receive any in-house applications for this posting; however, we did receive several outside applications.

After many interviews to find the right candidate for this position, we recommend the hiring of Randal Acevedo for the position of Computer Technician, with an annual salary of \$45,379.00, to be effective at his earliest convenience. Mr. Acevedo would be eligible for consideration to move into the Technical Support Specialist position once he has obtained the required Microsoft certification containing software and hardware components for current technologies. Our decision was based on Mr. Acevedo's technical education, positive customer service skills, communication skills, and his overall "team fit".

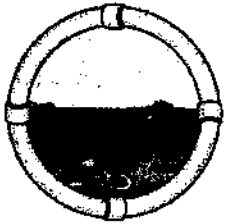
APPROVED BY:

Kirk Zuelch

Digitally signed by Kirk Zuelch
DN: cn=Kirk Zuelch, o=FKAA,
ou=Executive,
email=kzuelch@kaa.com, c=US
Date: 2014.08.05 12:00:32 -04'00'

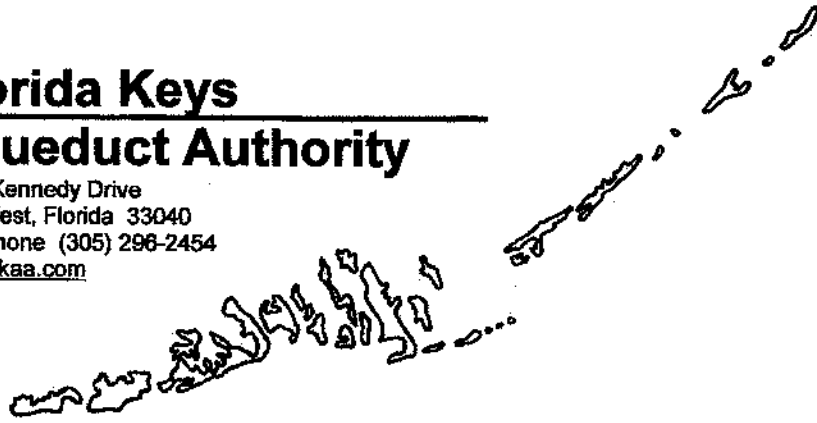
Kirk Zuelch, Executive Director

cc:
File



Florida Keys Aqueduct Authority

1100 Kennedy Drive
Key West, Florida 33040
Telephone (305) 298-2454
www.fkaa.com



J. Robert Dean
Chairman
District 3

Antoinette M. Appell
Vice-Chairman
District 4

Brian L. Barroso
Secretary/Treasurer
District 1

David C. Ritz
District 5

Melva G. Wagner
District 2

Kirk Zuelch
Executive Director

August 5, 2014

Randall W. Acevedo
1115 17th Terrace
Key West, FL 33040

Re: Selection of Computer Technician

Dear Mr. Acevedo;

I am very pleased to confirm our offer of employment for the position of Computer Technician for our Technical Services Department. Per our earlier conversation today, we have offered you a starting salary of \$45,379.00; which is \$21.82 per hour.

As part of our hiring procedures, we require a post offer employment physical. Please contact Cheryl Sargent, our Benefits and Risk Manager, at (305) 295-2211. She will coordinate your appointment and send you the necessary paperwork to complete for your physical.

Also, please let us know your start date in the space provided below and return a signed copy of this letter to me at your earliest convenience. You may send it via fax to (305) 295-2222 or e-mail to krdriguez@fkaa.com.

We look forward to you joining our team of dedicated employees in the near future. If you have any questions regarding the information provided, please feel free to call me at (305) 295-2210.

Sincerely,

Karen M. Rodriguez
Manager of Human Resources

Randall W. Acevedo

Aug. 20, 2014
Start Date

cc:
File

Posting dates: 4/10/13 – 4/16/13
Location: Key West

Class Code 8006
Non-Bargaining Unit
Non-Exempt

FLORIDA KEYS AQUEDUCT AUTHORITY JOB DESCRIPTION

**POSITION TITLE: TECHNICAL SUPPORT SPECIALIST
TECHNICAL SERVICES DEPARTMENT
GRADE 15**

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide technical support of computer hardware and software. Employee in this classification installs, upgrades, advises and troubleshoots computer hardware and software. Position reports to the Assistant Manager of Technical Services.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides technical support for all customers when need advice, assistance and training in applying hardware and software systems.

Provides technical guidance and assistance to system users, which includes installing, configuring, maintaining and trouble shooting of hardware and software.

Assists with system wide implementations and projects.

Assess computer IT training needs and coordinates/conducts training.

Customizes computer applications to specific customer needs using a variety of operating systems, computer software packages, database management systems, and utilities to streamline or enhance the customer's ability to complete assignments.

Evaluates acquisition of IT products or services and recommends purchases which meet FCAA requirements.

Independently, or as a part of more broad scale review of facilities, evaluates operations for all information systems, monitors the status, quality of implementation efforts and recommends changes to management if necessary.

Florida Keys Aqueduct Authority • Technical Support Specialist

As needed, assists in the coordination and support of IT operations related to emergency programs, and emergency response.

The incumbent serves as a Deputy Information Technology Security Officer. As such, ensures customers are aware of security directives, policies, procedures, guidelines and regulations, and is available to respond to inquiries.

Communicates with supervisor, employees, other departments, vendors, consultants, the public and other individuals as needed to coordinate work activities, review status of work, exchange information or resolve problems.

ADDITIONAL FUNCTIONS

Maintain general awareness of new computer technology.

Maintain cross training skills for personnel backup and disaster recovery.

This position has direct access to critical business sensitive information and employee personal information.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High School diploma or GED equivalency; supplemented by college level course work or vocational training in computer technology; supplemented by three (3) years of computer technical experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skill and abilities for this job. Must possess a Microsoft certification containing software and hardware components for current technologies. Must possess and maintain a valid Florida driver's license. Must be able to communicate and comprehend the English language.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to exchange information for the purpose of clarifying details within well established policies, procedures and standards.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert heavy physical effort in heavy work, with greater emphasis on climbing and balancing, but typically also involving some combination of stooping, kneeling, crouching, and crawling, and the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds); may occasionally involve heavier objects and materials (up to 100 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as odors, temperature extremes, machinery, or toxic agents.

The Florida Keys Aqueduct Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.