



APPLICATIONS SUPPORT ANALYST I/II/III

DEFINITION

Under general supervision, performs applications system support, maintenance, and modification of departmental and District enterprise-wide software application(s); identifies end user system requirements and evaluates software packages; designs, codes, tests, and documents software applications; trains and assists end users in implementing new applications; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned ETS Supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Applications Support Analyst I: This is the entry-level class in the Applications Support Analyst series. Employees at this level perform routine to moderately complex duties related to defining, developing, and implementing new software systems and enhancements to existing software systems, as well as maintaining systems. Employees receive occasional instruction and assistance. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the II level and exercise less independent discretion and judgment in matters related to work procedures and methods. As experience is gained, incumbents gain full knowledge of concepts, practices, procedures, and policies of assigned function and assignments become more varied and are performed with greater independence.

Applications Support Analyst II: This is the journey-level class in the Applications Support Analyst series responsible for the maintenance, modification, implementation, and process customization of and training for mission critical, enterprise-wide software application(s), as well as participating in or providing technical direction for assigned initiatives or projects. Responsibilities require the use of tact, discretion, and independent judgment and to have full and thorough knowledge of the concepts, practices, procedures, and policies of assigned function. This classification is distinguished from the Applications Support Analyst III by the complexity and size of the applications supported and the amount of discretion exercised over problems and resolutions.

Applications Support Analyst III: This is the advanced journey-level class in the Applications Support Analyst series responsible for the maintenance, modification, implementation, and process customization of and training for mission critical, enterprise-wide software application(s), as well as participating in or providing technical/analytical direction and support for assigned initiatives or projects; assist in solving problems or establishing process redesign improvements requiring analysis of unique issues or problems without precedent and/or structure. Incumbents serve as technical lead for assigned projects. This classification is distinguished from the Applications Support Analyst, Senior as the latter is based on advanced technical complexity and size of the applications supported and the amount of discretion exercised when solving problems and developing resolutions and work is performed within a broad framework of general policy requiring resourcefulness to accomplish goals

and objectives, applies concepts, plans, and strategies which may deviate from established methods and practices, and regularly leads projects.

Positions at the II-level and III-level are normally filled by advancement from the I-level and II-levels after two years; progression to the II-level and III-level is automatic unless there is documented non-satisfactory work performance. When filled from the outside, the employee is required to have at least three years of prior related experience that allows the employee to meet the qualification standards for the II-level and III-level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Performs software applications research, development, conversion, installation, and maintenance projects, including planning, organizing, and defining project requirements, methods, and end objectives in consultation with end users; coordinates project activities with team members, other section staff, user representatives, and outside vendors.
- Interviews, analyzes, and documents end user work processes and systems requirements; conducts systems walk-throughs and technical reviews; develops or refines system specifications, including evaluating and testing vendor software packages for conformance with user requirements and priorities.
- Stays abreast of new trends and innovations in technology related to District operations; researches, recommends, and evaluates vendor solutions and technologies; implements improvements; works with staff to maintain, revise, or improve operations and systems.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Prepares feasibility studies, cost and benefits analyses, product evaluation, requirement specifications, designs, and other analyses and documentation.
- Reviews, analyzes, streamlines, and documents business processes and relates them to application software; prepares recommendations for procedural and operational modifications to optimize internal and customer workflows.
- Develops and implements automated processes, scripts, triggers, specialized views, and reports in response to user needs.
- Designs methods to import/export data for analysis and performs comparative analysis of data from dissimilar applications.
- Utilizes existing systems and programs to design and code new and modified programs for data processing.
- Resolves and/or troubleshoots application-related issues over the phone or remotely.
- Develops and executes system test plans for user acceptance, stress, unit, and system testing to ensure application performance conforms to specifications; modifies programs to correct errors and optimize system performance and cost-effectiveness.
- Participates in designing and implementing application enhancements while ensuring adherence to standards and procedures for client/server system development, database access, web-based development, change control, and reporting.
- Assists in developing software and systems to optimize performance of relational database systems, client/server application access, and enhance and support of web applications accessing relational databases.
- Responds to and resolves software users' inquiries and complaints and escalates problems or issues to vendor representatives as needed.

- Prepares training materials and conducts formal and informal training programs on the use and operation of the application system software.
- Develops and recommends comprehensive standards, policies, procedures, and technical documentation.
- Consults with supervisors regarding information technology related issues, needs, and services; conducts special research assignments, gathers data, and prepares reports for consideration by management or special committees.
- Provides updates, status, and completion information to staff and/or users via voicemail, email, or in-person communication.
- Performs other duties as assigned.

QUALIFICATIONS

Incumbents at the Applications Support Analyst I level may exercise some of the knowledge and abilities listed below in a learning capacity.

Knowledge of:

- Principles of computer systems, applications, software and infrastructure, including application development methods, techniques, principles, and practices; principles of operating systems including Linux OS administration.
- Various programming languages such as Java, Python, NodeJS, PL/SQL, Oracle DB, Javascript, HTML, CSS, and Bash.
- Data processing management and general administration practices and techniques.
- Operating characteristics, capabilities, capacities, and limitations of computer related peripheral equipment.
- Data management theory, principles, and practices and their application to a wide variety of services and programs.
- Principles and practices of application development lifecycle and project management.
- Modern and complex principles and practices of computer systems management, analysis, design, and maintenance.
- Techniques and methods of system evaluation, implementation, and documentation.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with vendors and District staff.

Ability to:

- Conduct research on applications issues, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.

- Participate in design sessions and process improvement sessions; provide sound recommendations and technical input.
- Code, configure, manage, and maintain assigned system(s) and integrate to meet business needs independently without vendor support.
- Coordinate and plan applications development, enhancement, and maintenance projects.
- Research, develop, and recommend cost-effective technical system improvements.
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Analyze and troubleshoot any software issues and use logic to solve the problem.
- Establish and maintain a software system update and maintenance schedule.
- Write system procedures.
- Learn and understand the organization, operation, and functions of the department as necessary to assume assigned responsibilities.
- Interpret, and apply applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Applications Support Analyst I, II and III: Equivalent to graduation from an accredited four-year college or university with major coursework in management information systems, computer science, or a related field.

Applications Support Analyst I: One (1) year of experience in applications analysis, design, and development specific to the specialty area assigned which includes Financial, Human Resources, Payroll, and/or Administration; Enterprise; Online Content or Collaboration; and/or Mobile Applications.

Applications Support Analyst II: Two (2) years of responsible experience in applications analysis, design, and development, equivalent to an Applications Analyst I at the District, and specific to the specialty area assigned which includes Financial, Human Resources, Payroll, and/or Administration; Enterprise; Online Content or Collaboration; and/or Mobile Applications.

Applications Support Analyst III: Four (4) years of progressively responsible experience in applications analysis, design, and development, equivalent to an Applications Analyst II at the District, and specific to the specialty area assigned which includes Financial, Human Resources, Payroll, and/or Administration; Enterprise; Online Content or Collaboration; and/or Mobile Applications.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-60 (I); C1-64 (II); C1-70 (III)

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021