



APPLICATIONS SUPPORT ANALYST, SENIOR

DEFINITION

Under general supervision, performs complex and varied applications system support, maintenance, and modification in support of the District's management information systems; serves as a technical leader and subject matter expert in specific area(s); identifies end user system requirements and issues, evaluates possible solutions, and makes recommendations on the most appropriate action; 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. May exercise technical and functional direction over and provide training to lower-level staff on a day-to-day or project basis.

CLASS CHARACTERISTICS

This is the advanced technical-level class in the Applications Support Analyst series. Incumbents serve as subject matter experts in specific area(s), perform complex and varied technical support, provide analytical support for District-wide applications, and frequently solve problems or establish process redesign improvements requiring analysis of unique issues or problems without precedent and/or structure. Incumbents serve as technical lead for assigned projects. Employees at this level are required to be fully trained in all procedures related to assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. 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 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.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Individually, as a project team member, or as a technical lead, works on and is responsible for complex 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.
- Facilitates and conducts business process redesign or technical design sessions and/or focus groups for design and implementation of new processes or systems.

- Prepares feasibility studies, cost and benefits analyses, product evaluation, requirement specifications, designs, and other analyses and documentation.
- Designs business processes and work flow strategies for the management, access, and retrieval of data, defines data rules and relationships, and develops methods for quality control of databases.
- Reviews, analyzes, streamlines, and documents business processes and relates them to application software; recommends and implements 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; designs and codes new and modified programs for data processing.
- Designs and implements enhancements while ensuring adherence to standards and procedures for system development, database access, web-based development, change control, and reporting.
- Develops software and systems to optimize performance of relational database systems, application access, and to enhance and support web applications accessing relational databases.
- Designs, develops, tests, refines, and implements software that supplements or integrates with system applications; customizes and maintains system objects as required.
- Develops and executes test plans to ensure application performance conforms to specifications.
- Responds to and resolves software users' inquiries and complaints and escalates problems or issues to vendor representatives as needed.
- Prepares demonstrations and training materials; 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 and instructions.
- 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 direction during major systems incidents to ensure an expedient response and resolution; maintains communication with all stakeholders on system status; identifies underlying problems causing incidents and designs, proposes, and implements resolutions.
- Functions as a liaison between project managers, systems specialists, data specialists, communications specialists, and customer support specialists to ensure standards and protocols are maintained; assists in coordinating activities with other information services staff.
- Provides recommendations to managers and supervisors on the development of long- and short-term system infrastructure plans.
- Participates in the review and recommendation of contracts with outside vendors and consultants; administers, monitors, and evaluates contract scope of work; reviews design documents to ensure technical integrity.
- 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.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Advanced principles and practices of computer systems management, analysis, design, and maintenance.
- Various software packages including word processing, spreadsheet, SQL database and database management, and reporting tools.
- Principles of computer systems, applications, software and infrastructure, including application development methods, techniques, principles, and practices; principles of operating systems including Linux OS administration.
- Computer programming languages, including but not limited to: Java, Python, SQL, Oracle DB, Javascript, HTML, CSS, PHP, XML, XLT, XLS.
- Techniques of testing and debugging computer programs.
- Data processing management and general administration practices and techniques.
- Advanced techniques and methods of system evaluation, implementation, and documentation.
- Advanced 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.
- 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.
- 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 the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Conduct complex research projects on a wide variety of software issues, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Coordinate and plan applications development, enhancement, and maintenance projects.
- Perform analyses of informational requirements and needs; identify, evaluate, and solve systems problems; design and implement new or revised systems and procedures; provide technical advice and consultation, and ensure efficient computer system utilization.
- Code, configure, manage, and maintain assigned system(s) and integrate to meet business needs independently without vendor support.
- Collect, analyze, and interpret procedures and data; develop sound conclusions, recommendations, and solutions.
- Independently facilitate cross-functional groups to establish process redesign or new system and/or design functions.

- Research, develop, and recommend cost-effective technical system improvements.
- Implement comprehensive computer operations-related projects and training programs.
- Prepare clear and concise program documentation, system and user procedures, reports of work performed, and other written materials.
- Analyze and troubleshoot any software issues and use logic to solve the problem.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.
- 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 and prioritize a variety of projects and multiple tasks in an effective and timely manner; 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:

Equivalent to graduation from an accredited four-year college or university with major coursework in management information systems, computer science, or a related field and five (5) years of progressively responsible experience in applications analysis, design, and development.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, industry-recognized information technology certifications are desirable.

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: C1-74

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021