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## **PROJECT ANALYST, SENIOR**

### **DEFINITION**

Under general direction, plans, coordinates, and manages a variety of complex, District-wide and/or interdepartmental application implementation and integration projects or infrastructure projects through their entire project life cycle, including identifying users' needs, gathering detailed requirements, analyzing project feasibility, designing systems applications, technical review and systems testing, and overseeing implementation; administers professional services contracts; develops and maintains a knowledge base of business workflows as they relate to administrative, academic and LAN applications; provides functional and high level technical support, training and assistance to users and Educational Technology Services (ETS) staff in the performance of their daily activities; develops documentation and training materials and assists senior management in collection of technology requirements for new or upgraded services; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director of Information Systems and Operations. May exercise technical and functional direction over and provides training to lower-level staff on a project basis.

### **CLASS CHARACTERISTICS**

This is an advanced-level project management class responsible for oversight of complex, District-wide and/or interdepartmental information services projects. The incumbent is required to conduct complex business requirements, needs, and other detailed review and analysis of various information technology strategies necessary to automate departmental processes and to resolve organizational issues. Incumbents perform work within a broad framework of general policy requiring creativity and resourcefulness to accomplish goals and objectives, applies concepts, plans, and strategies which may deviate from established methods and practices, and regularly leads projects of critical importance and substantial consequence of success or failure to the District. This classification is distinguished from the ETS Project Analyst by the complexity and size of the projects managed and the amount of discretion exercised when solving problems and developing resolutions.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Analyzes the best approach to satisfy user functional requirements and project scope, studies the applicable technology, proposes/recommends and designs the automated solution including user interface; plans, organizes, and defines project requirements, methods, and end objectives in consultation with end users; performs risk assessments; develops concept documents, impact analyses, stakeholder analyses, and draft process documentation.
- Conducts meetings and interviews with the functional user departments; reviews current workflow process to assess strategies for future automation.
- Manages complex, District-wide and/or interdepartmental application implementation and integration projects information services projects such as research, development, conversion, installation, upgrade, and maintenance projects.

- Provides coordination, guidance, and oversight for all phases of a project, including initiation, planning, implementation, monitoring, and close-out.
- Functions as a liaison between application support analysts, 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.
- Interviews, analyzes, and documents end user work processes and information services requirements; conducts systems walk-throughs and technical reviews; develops functional and technical specifications, including UI mock-ups, Wireframing, Banner data analysis and mapping, program logic flowcharting.
- Develops project budgets, contracts, and schedules; monitors project progress and ensures project goals and contract requirements are met.
- Reviews, analyzes, reengineers, designs, and documents business processes and relates them to application software; recommends and implements procedural and operational modifications to optimize internal and customer workflows.
- Prepares feasibility studies, cost and benefits analyses, product evaluation, requirement specifications, designs, and other analyses and documentation.
- Develops consultant requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; reviews design documents to ensure technical integrity; reviews and updates deliverables; analyzes and resolves complex problems that may arise.
- Responds to and resolves software users' inquiries and complaints and escalates problems or issues to vendor representatives as needed.
- Plans, schedules, and conducts user training; determines training objectives and requirements; prepares and designs training materials, reference guides, and user manuals.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Develops and recommends comprehensive standards, policies, procedures, and technical documentation.
- Provides recommendations to managers and supervisors on the development of long- and short-term system infrastructure plans.
- 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 related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.
- Advanced principles and practices of computer systems management, analysis, design, and maintenance.
- Advanced data management theory, principles, and practices and their application to a wide variety of services and programs.
- Contract administration principles and techniques.
- Research and reporting methods, techniques, and procedures.
- Advanced 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.
- 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.
- Manage multiple projects at the same time; work independently.
- 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.
- Identify, evaluate, and solve information services problems; design and implement new or revised systems and procedures for the automation of information processing.
- Collect, analyze, and interpret procedures and data; develop sound conclusions, recommendations, and solutions.
- Research, develop, and recommend cost-effective technical system improvements.
- 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.
- 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. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty, and staff.

**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 four (4) years of experience in conducting full lifecycle enterprise information technology/systems project management which includes infrastructure or application implementation and integration projects.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid Project Management Professional (PMP), Program Management Professional (PgMP), or equivalent certification.
- 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 occasionally bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Reasonable accommodations will be made for individuals on a case-by-case basis.

**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

**FLSA:** Non-Exempt

**EEO Code:** H-30

**Board Approved:** April 2021