



PROJECT ANALYST

DEFINITION

Under direction of an assigned supervisor, plans, coordinates, and manages small, department-specific information services projects through their entire project life cycle, including identifying users' needs, gathering detailed requirements, analyzing project feasibility, developing project scope and estimating budget, designing and programming systems applications, technical review and systems testing, and overseeing implementation; administers professional services contracts; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. May exercise technical and functional direction over and provides training to lower-level staff on a project basis.

CLASS CHARACTERISTICS

This is a project management class responsible for oversight of department-specific information services projects. The incumbent is required to conduct business requirements, needs, and other detailed review and analysis of various information technology strategies necessary to automate departmental processes. Incumbents provide a professional-level resource for business process and related analyses and studies. Successful performance of the work requires information services background as well as skill in coordinating assigned work with that of other staff. This class is distinguished from the ETS Senior Project Analyst in that the latter is responsible for managing multiple enterprise-wide, interdepartmental, and/or District-wide information services projects.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Coordinates and supports information services projects as assigned; works with Senior Project Analyst and management to develop project budgets, contracts, and schedules; reviews project proposals and specifications and provides feedback, suggestions, and corrections.
- Coordinates with staff, faculty, and management to define needs, design interfaces, and refine calculations; develops solutions to best utilize the District's staff and computing resources; utilizes state-of-the-art computer hardware and software tools; makes recommendations regarding the purchase of hardware or software as needed.
- Provides coordination, guidance, and oversight for all phases of a project, including initiation, planning, implementation, monitoring, and close-out; works with a team of programmers and support and system staff in designing relational databases and installing and testing applications with the users.
- Trains and provides training materials in support of the project.
- Prepares and maintains a variety of required reports; updates task lists and status reports as needed.
- Designs and collects upgrade requirements in written specification for homegrown software applications to meet the needs of students, faculty, and staff; enhances existing systems; catalogs and schedules systems as necessary.

- Researches, recommends, and evaluates vendor solutions and technologies and provides vendor recommendations to meet District needs; coordinates with vendors to troubleshoot and resolve technical issues.
- Coordinates Help Desk and desktop computing support as assigned; responds to and resolves software users' inquiries and complaints and escalates problems or issues to vendor representatives as needed.
- Attends meetings as assigned; maintains current knowledge of new trends and technological advances related to District operations; implements improvements; works with staff to maintain, revise, or improve operations and systems; schedules follow-up meetings with users to maintain the smooth transition of the different phases of the project.
- Integrates cloud applications and software with internal system using APIs or other integration strategies in response to departmental needs.
- Reviews and tests software developed by other team members; troubleshoots and recommends solutions to problems discovered during testing; conducts systems walk-throughs and technical reviews; develops or refines specifications, including evaluating and testing vendor packages for conformance with user requirements and priorities.
- Troubleshoots and fixes production issues; may respond to emergency production issues during unscheduled hours.
- Generates performance monitoring and system usage reports of the systems in production.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of project management.
- Principles and practices of computer systems management, analysis, design, and maintenance.
- Data management theory, principles, and practices and their application to a wide variety of services and programs.
- Research and reporting methods, techniques, and procedures relevant to computer programming.
- Multi-user operating systems, applications packages, hardware, peripherals, tools and programming languages utilized by the District.
- Principles of training and providing work direction.
- User experience (UX) design.
- Web and mobile application deployment.
- Principles and practices of software analysis and debugging.
- Current innovations in the fields of programming and server architectures.
- Principles and procedures of record keeping and project documentation.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.

Ability to:

- 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.
- Perform analyses of informational requirements and user 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.
- Coordinate and support large-scale projects as assigned.
- Coordinate and plan applications development, enhancement, and maintenance projects.
- Collect, analyze, and interpret procedures and data; develop sound conclusions, recommendations, and solutions.
- Research, develop, and recommend cost-effective technical system improvements.
- Analyze and troubleshoot software issues and use logic to solve the problem and meet user needs.
- Ability to lead the training of large group of users.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- 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.
- 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, business, computer science, or a related field and two (2) years of progressively responsible experience in a project management.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid Project Management Professional (PMP), Program Management Professional (PgMP), or equivalent certification is 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 and to operate standard office equipment. Employees must possess the ability to occasionally lift, carry, push, and pull computer equipment and other objects up to 30 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. Employees experience frequent interruptions throughout the course of work.

Salary Grade: C1-56

FLSA: Non-Exempt

EEO Code: H-30

Board Approved: April 2021