

APPLICATIONS ANALYST I-II

DEFINITION

Applications Analyst I: Under supervision, translate user requirements of various software applications into functional programs and/or modifications to existing programs; analyze system and program errors and provide and implement solutions; improve systems through development of procedures and adapt systems to handle additional requirements; define and manipulate management reports within and across databases; perform other duties as assigned.

Applications Analyst II: Under limited supervision, performs complex technical work

Positions in the Applications Analyst II classification are flexibly staffed and normally filled from advancement from the Applications Analyst I class, or when filled from the outside, require specific technology experience. Appointment to this class requires the employee to be performing substantially the full range of Applications Analyst duties and to meet the qualifications for the class. The class requires the ability to work independently exercising judgment and initiative and a greater knowledge of the City's software applications.

EXAMPLES OF DUTIES

Work with department representatives to define and revise system requirements. Manage selection and implementation projects related to new systems purchases. Manage and administer software applications to address functionality, security, and performance requirements. Manage support and maintenance issues and tasks with system vendors, coordinating and communicating with users. Compose and revise various database reports, communicating with users to ensure accuracy and integrity of information. Troubleshoot and resolve application and reporting problems. Plan, schedule and coordinate maintenance, system upgrade, and backup/restore tasks. Train users on system functionality and provide support and mentorship to ensure applications are used to full potential. Work with IS network administration staff in defining, configuring, and administering infrastructure for applications systems, to include hardware, operating system software, and network capacity. Similarly, coordinate efforts with IS development staff to manage interdependencies of various software applications and reporting methods.

MINIMUM QUALIFICATIONS

Knowledge of: Microsoft Windows server-side operating system and application software, including SQL server, database scripting tools and reporting applications, including Crystal Reports and SSRS; basic understanding of IIS; client-server relationships, including basic

JOB SPECIFICATION
APPLICATIONS ANALYST I-II (PAGE 2)

TCP/IP skills, web- based connectivity, and current language/application design standards, including .Net; Microsoft client software including current operating systems and Office application suites; project management methods and techniques; general IT principles and practices.

Ability to: Focus on user/customer needs; analyze and evaluate business processes; identify problems and recommend effective solutions; organize and direct the work of others; coordinate and manage project resources; develop and implement effective procedures for software application training; recognize interdependencies and anticipate potential conflicts; refine and maintain technical skills necessary to implement new technologies; interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, prioritize work assignments, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Experience:

APPLICATIONS ANALYST I: Five years of responsible information technology work experience with specialization in software application development, implementation, and administration. Municipal government agency experience desirable.

APPLICATIONS ANALYST II: Five years of progressively responsible information technology work experience with specialization in software application development, implementation, and administration. Municipal government agency experience highly desirable.

Education:

APPLICATIONS ANALYST I: Graduation from high school or equivalent. A Bachelor's degree with emphasis in Computer Science or Information Technology is desirable and may substitute for a maximum of two years of related work experience.

APPLICATIONS ANALYST II: Graduation from high school or equivalent. A Bachelor's degree with emphasis in Computer Science or Information Technology is desirable and may substitute for a maximum of two years of related work experience

License: Possession of a valid Class C California Driver License.