APPLICATIONS ANALYST III

DEFINITION

Under general direction, provides lead direction, training, and performs advanced and specialized analytical duties of a professional nature in the development, enhancement, modification, and maintenance of County information technology applications, including enterprise-wide, department-specific, and web-based applications; analyzes complex business processes and requirements in order to develop, design, and/or manage databases and other software solutions; leads and coordinates complex application development projects; evaluates third-party software to determine suitability for modification to County-specific needs; designs, codes, modifies, and tests complex software applications; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to technical, paraprofessional, and professional staff.

CLASS CHARACTERISTICS

This is the advanced/lead-level classification in the Applications Analyst class series. Incumbents in this class are responsible for performing the most difficult, complex, and/or sensitive duties related to applications development, which include acting in an advisory role to technical and analytical staff and providing strategic input within this area of specialization. Incumbents may also coordinate complex projects that are large in size and scope, requiring coordination of multiple staff and the procurement/utilization of significant resources. Incumbents provide technical and functional leadership over staff on both projects and on day-to-day assignments as assigned. Performance of the work requires the use independence, initiative, and discretion within established guidelines.

This class is distinguished from the Information Technology Supervisor in that the latter performs full supervisory responsibilities.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

➢ Performs advanced and complex analytical duties of a professional nature in the development, enhancement, modification, and maintenance of County information technology applications, including enterprise-wide, department-specific, and web-based applications.
➢ Serves as a technical expert within area of assignment, providing guidance and direction to technical, paraprofessional, and professional staff and resolving the most complex problems; participates in the development of strategic plans for systems/applications development and modification as assigned.
➢ Provides direction and mentoring to assigned staff; trains staff on server related duties, methods, and procedures.
➢ Leads and coordinates complex applications development projects or project elements; participates in project strategic planning activities.
➢ Works with colleagues and clients to coordinate project activities and identify the business process basis for new or modified applications; oversees the development of work flow diagrams to reflect current and proposed flow of data and information; coordinates the development of initial and

ongoing application design models and specifications to optimize work flows and process efficiencies.

➢ Identifies database and systems requirements; coordinates with the project team to plan and develop resource needs and refine documentation and specifications as the project progresses; maintains documentation version control; coordinates the delivery of final documentation for client review and approval.

➢ Researches and analyzes complex software solutions, either through an in-house build or through modification of a third-party software product; develops methods to export and incorporate data and databases into the design process, ensuring quality control and standards for data integrity.

➢ Develops, implements, coordinates, and monitors the testing process to ensure the application performs in accordance with design specifications and is consistent with client needs; determines and implements appropriate testing environment parameters; reviews results and prepares modifications as needed.

➢ Coordinates the development and maintenance of the County's website design and architecture; develops design/content standards and oversees the maintenance of site displays; manages site development/upgrades; ensures proper functioning of links to website content, forms, surveys, and related materials.

➢ May provide training on new, enhanced, or upgraded applications and deliver group or one-on-one training sessions; may prepare user training materials and guides.

➢ Uses a variety of languages, utilities, and tools to write code to create new, or modify existing, applications ensuring that the design incorporates comprehensive security measures and may develop and implement automated processes, scripts, and specialized views and reports for client use.

➢ Receives and responds to the most complex issues with respect to application performance or reliability as required; investigates, diagnoses, and isolates difficult problems and takes appropriate action by either resolving the issues, referring to higher level staff, or contacting a third-party vendor; ensures that clients receive status updates on actions taken, cost impact, and timeline for resolution.

➢ Oversees and prepares comprehensive technical documentation for applications projects including work flow diagrams, application design specifications, and policies and procedures for the utilization of specific applications.

➢ May provide input into selection decisions, performance evaluations, and disciplinary matters related to assigned project teams.

➢ Conducts research and stays current on new trends and innovative solutions for software solutions to business processes; recommends new technologies which would improve the department's or client's operational effectiveness.

➢ Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Advanced principles and techniques for working with groups and fostering effective team interaction.
➢ Advanced principles and practices of project management and work flow analysis.
➢ Principles and practices of supervision and leadership, including staff motivation, team building, and conflict resolution.
➢ Complex programming theories and principles including those related to the application development lifecycle, website development, programming languages, advanced SQL theories and multiple computer operating systems.
➢ Relational database design, including the integration of database structures.
➢ Advanced use and operational characteristics of diverse applications used in business processes.
➢ Advanced operational relationships between applications development, database management, and components of technology infrastructure such as operating and communication systems.

- Advanced methods and techniques of analyzing business processes and developing software solutions.
- Advanced methods and techniques of investigating, diagnosing, and resolving applications performance issues.
- Advanced methods and techniques of evaluating third-party software for modification to customized application specifications.
- Principles and practices of customer service.
- Methods and techniques of programming code in multiple languages.
- Methods and techniques of designing and coordinating testing processes.
- Industry best practices of information technology management and control.
- Methods and techniques of conducting research.
- Methods and techniques of developing and delivering training on new or modified applications.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Applicable federal, state and local laws, regulatory codes, ordinances and procedures relevant to assigned areas of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Plan, organize, and coordinate the work of technical, paraprofessional, and professional staff.
- Provide staff leadership and work direction.
- Train others in proper and safe work procedures.
- Provide advanced professional support to a diverse range of enterprise-wide and department-specific applications used throughout the County.
- Identify complex technology solutions to business process improvements and efficiencies.
- Coordinate the development and documentation of process work flows, applications specifications, and models.
- Recommend, design, develop, and coordinate the implementation of new, enhanced, or modified applications.
- Troubleshoot, diagnose, analyze, and resolve highly complex application issues.
- Develop and implement complex testing models.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Demonstrate strong and effective customer support skills.
- Prepare clear and concise technical documentation.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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 the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in information technology, computer science, or a closely related field; possession of one or more approved nationally recognized industry specific technology certifications may be substituted for some or all of the education; and

<div align="center">EITHER</div>

Four (4) years of professional experience providing analytical support to enterprise or customized applications;

<div align="center">OR</div>

Two (2) years of professional experience at a level equivalent to the County's class of Applications Analyst II.

Licenses and Certifications:

➢ Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting; use standard office equipment, including a computer; some positions may be required to operate a motor vehicle; 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. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed. Must be able to pass a thorough background investigation.