

APPLICATIONS ANALYST I/II

DEFINITION

Under general supervision or direction, performs a diverse range of professional, analytical duties in the development, enhancement, modification, and maintenance of County information technology applications, including enterprise-wide, department-specific, and web-based applications; designs, codes, modifies, and tests software applications; evaluates third-party software to determine suitability for modification to County-specific needs; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from assigned supervisory or management personnel. Exercises no direct supervision over staff but may lead the work of staff on assigned projects.

CLASS CHARACTERISTICS

Applications Analyst I: This is the entry-level classification in the Applications Analyst class series. Initially under general supervision, incumbents learn the dimensions of the County's enterprise and department applications development and support service needs. As experience is gained, assignments become more varied, complex, and difficult, and the degree of supervision and frequent review of work lessens as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Applications Analyst II: This is the fully qualified journey-level classification in the Applications Analyst class series where incumbents perform the full range of applications design and development. Positions at this level are distinguished from the I-level by the performance of the full range of duties, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is further distinguished from the Applications Analyst III in that the latter is responsible for more complex and higher-level applications systems and administration functions, and provides lead oversight to assigned staff.

Positions in the Applications Analyst class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level after gaining the knowledge, skill, and experience which meets the qualifications for the II-level, and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Performs a diverse range of analytical duties in the development, enhancement, modification, and maintenance of County information technology applications, including enterprise-wide, department-specific, and web-based applications.
- Uses a variety of languages to write code to create new, or modify existing, applications ensuring that the design incorporates comprehensive security measures.
- Uses multiple utilities and tools to develop and implement automated processes, scripts, and specialized views and reports for client use.
- Works with colleagues and clients to identify business process basis for new or modified applications; develops work flow diagrams to reflect current and proposed flow of data and information; prepares initial and ongoing application design models and specifications to optimize work flow and process efficiencies.
- Identifies database and systems requirements; works with colleagues or project team to plan and develop these resource needs; refines documentation and specifications as the project progresses; maintains documentation version control; prepares final documentation for client review and approval.
- Researches and analyzes recommended 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, 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.
- Develops, monitors, and maintains the County's website design and architecture; develops design/content standards and maintains site displays; manages site development/upgrades; ensures proper functioning of links to website content, forms, surveys, and related material.
- Receives and responds to issues with respect to application performance or reliability; investigates, diagnoses, and isolates problems; takes appropriate action by either resolving the issues, referring to higher level staff, or contacting a third-party vendor; provides clients with status updates on actions taken, cost impact, and timeline for resolution.
- Writes and maintains comprehensive technical documentation for applications projects including work flow diagrams, application design specifications, and policies and procedures for the utilization of specific applications.
- Assumes responsibility for training on new, enhanced, or upgraded applications; delivers group or one-on-one training sessions; prepares user training materials and guides.
- 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.
- Participates in projects related to assigned specialty field; may function as a leader of a small project team; may provide leadership and mentoring to other Information Technologies staff regarding area(s) of expertise.
- May provide data for justification of unit budget in relation to work assignments.
- Performs related duties as assigned.

QUALIFICATIONS

Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.

Knowledge of:

- Use and operational characteristics of diverse applications used in business processes.

- Operational relationships between applications development, database management, and components of technology infrastructure such as operating and communication systems.
- Methods and techniques of analyzing business processes and developing software solutions.
- Methods and techniques of investigating, diagnosing, and resolving applications performance issues.
- Principles and practices of customer service.
- Methods and techniques of evaluating third-party software for modification to customized application specifications.
- Applicable federal, state and local laws, regulatory codes, ordinances and procedures relevant to assigned areas of responsibility.
- 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.
- Methods and techniques of developing and delivering training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- 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:

- Provide professional support to a diverse range of enterprise-wide and department-specific applications used throughout the County.
- Identify technology solutions to business process improvements and efficiencies.
- Collaborate with colleagues in developing and documenting process work flows, applications specifications, and models.
- Recommend, design, develop, and implement new, enhanced, or modified applications.
- Troubleshoot, diagnose, analyze, and resolve complex application issues.
- Develop and implement testing models.
- Train others in work procedures.
- 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.
- Make technical oral presentations to technical and non-technical audiences.
- 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.

Applications Analyst I:

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.

Applications Analyst II:

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

EITHER

Three (3) years of professional experience providing analytical support to enterprise or customized applications;

OR

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

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.