

Position: Senior Application Analyst	Salary Grade: 52
	BD: 07/18/12; Revised 8/30/16 Revised: 10/08/18

Summary

Performs advanced analysis, development, coding, testing, and documentation of computer systems and purchased integrated applications on multiple platforms for academic and/or business purposes, following systems development and project management procedures. Consults with staff and coordinates projects for the design and modification of complex and multi-faceted applications. Provides technical support, troubleshooting and problem resolution for staff on computer applications. Develops interfaces to external systems.

Distinguishing Career Features

The position requires expanded capability to consult with users from multiple functions, and for original multi-faceted, multiple platform applications, lead complex projects involving multiple departments/committees, work independently on multiple platforms, and write complete standalone systems in several languages. Incumbents are expected to maintain expertise in one of the College's major systems such as business/finance packages or student information systems, and will demonstrate the ability to install, test, customize and maintain standardized applications.

Essential Duties and Responsibilities

- Serves as a leader for projects by coordinating and otherwise involving staff members from multiple organizational units. Follows systems development life-cycle techniques and utilizes joint application development processes and project management techniques and specialized software packages/applications.
- Defines the scope and objectives for applications, along with constraints and system requirements. Analyzes and defines current organizational functions, processes, sources and uses of information, and other data to determine application needs and requirements.
- Conceptualizes, analyzes, designs, and programs highly diverse and complex programs for administrative and academic users. An example of the programs includes integrating unrelated database fields and sources of data to common access on a desktop computer. Delegates, reviews, and writes the code and completes the documentation to include specifications and miscellaneous notes for all programs.
- Documents workflow using organization and data flow charts and other related materials. Produces application design specifications and documentation on inputs, outputs, and data structures.
- Identifies and documents business processes and workflow that contribute to enhanced information flow by interviewing users, generating process documentation, and proposing process solutions. Identifies information and software to support processes.
- Prepares system design specifications and documentation for all data input, output, and

structures.

- Provides support to operating system applications encompassing data integration. Creates utilities and tools, and troubleshoots database problems to enhance applications.
- Coordinates, defines, prepares, and modifies original applications, involving staff members of multiple organizational units, usually in one or more committee formats.
- Organizes the features included in applications by determining the sequence of detailed operations, determining program outcomes, and designing internal program processes.
- Designs inputs, including data entry screens, scanner forms and files. Designs outputs, including reports, files, and display screens. Designs, develops, and implements logical and physical database structures and relationships for microcomputers and network systems.
- Develops, codes, tests, and maintains application software on various platforms. Performs initial testing to application specifications using testing environments, before releasing versions for use.
- Coordinates and implements data conversions and transitions from old to new systems using extract, transform, and load processes. Develops user and system documentation.
- Provides advanced technical support, problem resolution, and data research for assigned end users.
- Troubleshoots application errors. In conjunction with users, isolates problems from symptoms, determines alternatives and develops and implements solutions. If problem is user error, works with staff to improve user instructions or train for better understanding.
- Works with external agencies, independent contractors, vendors, and organizations on technology services, applications, and/or data requirements.
- Maintains up-to-date knowledge of evolving computer technologies, including hardware, software, languages, problem solving techniques, and development tools. Prepares periodic briefings on technologies that would have relevance to the College.
- May perform network and server administration duties.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned.

Qualifications

▪ Knowledge and Skills

The position requires in-depth knowledge of program development techniques, procedures, tools, and documentation requirements as well as software systems development life cycles. Requires in-depth knowledge of complex principles and procedures of computer systems, including analysis, and design. Requires in-depth knowledge of relational database concepts, design techniques, and tools. Requires in-depth knowledge of computer file methods, structured testing techniques, and programming languages used by the District to support ERP, or others currently in industry use. Requires in-depth knowledge of object-oriented software development techniques and tools. Requires problem solving and analytical skills. Requires

well-developed human relations skills to facilitate small group processes, conduct training, provide technical support, and apply understandable lines of questioning when trying to understand department needs or problems.

▪ **Abilities**

Must be able to operate a variety of computers, printers, and peripheral equipment. Requires the ability to analyze technical problems and to develop and apply appropriate solutions. Requires the ability to conduct information interviews through individual conferences and group processes, and then translate user requirements into computer programs and systems. Must be able to coordinate systems development functions and steps and follow logical progressions for programming systems. Must be able to design, program, install, and maintain programs for original and purchased applications and systems, including databases. Requires the ability to design host computer logical and physical database structure and relationships, including those for microcomputer and network systems. Requires the ability to write basic to complex programs using ERP tools or other languages. Requires the ability to analyze data and develop logical solutions. Requires the ability to translate the English language into computer languages and debug program code. Requires the ability to discuss technical information with users, discern their needs and develop programs, systems, screens, etc., which meet those needs. Must be able to communicate technical and complex information to non-technical users. Requires the ability to provide training to on-line users in use of computer equipment and operating procedures. Must be able to read, understand and apply information from technical manuals and education code regulations. Must be able to prioritize work in order to meet deadlines and maintain schedules. Requires the ability to work cooperatively and productively with others.

▪ **Physical Abilities**

Incumbent must be able to function effectively indoors engaged in work of primarily a sedentary nature. Ability to sit for extended periods of time to accomplish data input and desk work. Requires sufficient hand, arm, speech recognition, and finger dexterity to use a personal computer keyboard, multimedia presentation, and other office equipment. Requires normal hearing and speaking skills to communicate with staff in one-on-one and small group settings, and distinguish sound prompts from equipment. Visual acuity to read printed materials and computer screens. Requires the ability to occasionally push, pull or lift a maximum of 50 lbs. from overhead, waist and floor levels with assistance from co-workers as necessary.

▪ **Education and Experience**

The position requires a Bachelor's degree, plus four years of progressive experience in applications development and support. Additional experience in applications development may substitute for some higher education. Computer science or related discipline degree is preferable.

▪ **Licenses and Certificates**

May require a valid driver's license.

Working Conditions

Work is performed indoors where minimal safety considerations exist.