San Jose · Evergreen Community College District
Classified Job Description

Position: Application Analyst, Senior  Department: Information Technology Services & Support (ITSS)
Location: District Office  Date: 5/27/15

POSITION PURPOSE

Under the direction of the Director of Enterprise Application Services or assigned administrator, provide technical, procedural and process support for assigned functional area including finance, human resources, student, instruction, research and financial aid; provide user training and support; design and write applications and reports; serve as technical resource to others; collaborate and provide technical direction to other information technology staff in a team environment; work in a highly developed relational database and networked environment using software development life cycle processes.

KEY DUTIES AND RESPONSIBILITIES:

1. Perform professional applications programming, testing, implementation and maintenance duties involving multiple platforms and technologies.
2. Meet with clients to develop functional specifications for applications and systems; customize or develop applications using a high-level program language and development platform.
3. Create installation packages and deploy new software solutions; code, test and debug program modifications and resolve program issues; confer with other staff as needed to resolve application, system and/or network conflicts.
4. Serve as a project lead and technical resource to others regarding complex and difficult applications issues.
5. Participate in the review and definition of assigned functional areas, processes and procedures regarding requirements, organization and flow of data, methods, forms and reports.
6. Provide programming and analysis support to assigned functional areas to include data standards, software updates, testing and reporting requirements such as M.I.S. reporting.
7. Document and maintain the relationships of coding systems to program steps for ease of program debugging; prepare flow charts, block diagram, data definitions and operational steps to ensure that the programming documentation is clear.
8. Maintain and support existing applications and responds to routine customer calls and requests for minor application programming modifications.
9. Monitor file servers and production servers; resolve system problems or refer appropriately.
10. Assist with the planning, development and preparation of technical standards, technical manuals, user documentation, operational procedures and system performance objectives.
11. Train and support users on installed software.
12. Assist in design and modification of business rules for software.
13. Design and implement custom applications software using CASE tools.
14. Perform related duties as assigned.

Knowledge of:

1. Software development life cycle and principles of program design, coding, testing and implementation.
2. Object-oriented programming language and integrating programs with web-based applications.
3. Principles and techniques of business process analysis and design.
4. Elements of systems and procedure analysis.
5. Principles of operations of computer technology and telecommunications.
6. Database functions and structure.
8. Principles of training, support, and services to end-users.
10. Principles of providing work direction and guidance to others.

Skills and Ability to:

1. Analyze complex user problems, evaluate alternatives and devise cost-efficient, user-friendly solutions.
2. Establish and maintain cooperative and effective working relationships with others.
3. Understand multiple database structures.
4. Organize, plan and complete application projects within District quality standards.
5. Communicate complex, technical application issues clearly to non-technical parties orally and in writing.
6. Provide project leadership, work direction and guidance to others.
7. Prioritize and manage assigned projects by work schedules and task timelines.
8. Work with attention to detail and independently with minimum supervision.

Experience and Education:

1. Education equivalent to a Bachelor’s degree from an accredited college or university with major course work in computer science, information technology or related field.
2. One year of experience performing duties comparable to those assigned to an Application Analyst.

3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

WORKINGS CONDITIONS

Physical Demands:

1. Must sit for long periods of time, use hands and fingers to operate an electronic keyboard, reach with hands and arms, and speak clearly and distinctly to ask questions and provide information, hear and understand voices over telephone and in person.

2. The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.