

CLASS SPECIFICATION
Applications Analyst

GENERAL PURPOSE

Under general supervision, performs journey-level applications installation, update, maintenance, programming, administration and configuration assignments on moderately complex enterprise systems or subsystems; provides technical support for the City's local area network; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Applications Analyst is the journey-level class in the applications analyst class series. Incumbents perform difficult and responsible journey-level applications installation, update, maintenance, programming, administration and configuration duties, including: performing applications and data analysis and programming; installing new applications or enhancing and modifying existing applications; and performing applications database administration duties.

Applications Analyst is distinguished from Senior Applications Analyst in that incumbents in the latter class perform advanced-level systems analysis and programming for complex systems, requiring a greater knowledge of applications, interface design and programming languages.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Performs journey-level applications installation, update, maintenance, programming, administration and configuration assignments ranging from difficult to moderately complex; installs and maintains desktop and enterprise software applications; updates, enhances and/or modifies existing applications based on established specifications; creates and deploys installation packages remotely using a systems management server; configures, assigns rights and maintains shared network file access for individuals and groups of users.
2. Performs difficult to moderately complex applications programming duties using various programming languages, system utilities and commands; designs and writes menus, queries, screens, layouts, scripts and report formats using various tools and utilities; designs and develops applications databases; develops testing scenarios and plans and conducts applications, component and unit testing.
3. Provides tier-two support to City departments on applications problem resolution for a variety of enterprise software applications, database and document management systems, geographic information systems and other standard to specialized applications; identifies, analyzes, troubleshoots and resolves system and programming problems.

4. Researches current and proposed technology solutions; participates in workgroup meetings; generates and modifies system and application documentation; participates in the procurement, design, development, implementation and enhancement of processes of data gathering, storage and reporting systems to meet the needs of City staff and department.
5. Performs database administration tasks; backs up and restores databases; creates new user accounts and assigns access rights; creates SQL accounts; performs regularly scheduled data uploads.
6. Publishes, maintains and updates the City's intranet; installs, configures and maintains web-based enterprise applications; configures and ensures security of the City's web server; conducts testing to ensure integration.
7. Educates and trains users on new or modified programs.

OTHER DUTIES

1. Serves on committees and task forces as required.
2. Attends a variety of meetings, training sessions, conferences and seminars as required.

QUALIFICATIONS

Knowledge of:

1. Principles and methods of systems analysis.
2. Applications design principles and development methodologies and tools.
3. Software development and maintenance tools and utilities applicable to position responsibilities.
4. Programming theory and programming languages used in City applications.
5. Operating system capabilities and constraints applicable to enterprise information systems and platform operating systems.
6. Standard PC software packages, including word processing, spreadsheets and database programs.
7. Principles and practices of database management and administration.
8. Database management systems and software as they affect applications design.
9. Network architecture and design concepts, including topologies, protocols, configuration, and connectivity testing and troubleshooting issues as they affect applications design.
10. Systems integration design concepts as they relate to applications design and development.
11. Functions, capabilities, characteristics and limitations of standard computer platforms and devices, including PCs, LANS and servers.
12. Principles and practices of sound business communication.

Ability to:

1. Perform business and process analyses and reach sound, logical conclusions regarding user needs and business requirements.

2. Understand and apply functional requirements to the development of systems proposals, specifications and recommendations for efficient, cost-effective information systems and technology solutions.
3. Perform programming responsibilities efficiently and elegantly.
4. Develop and maintain effective client relationships with City managers and end users.
5. Troubleshoot and diagnose applications problems and install fixes or make repairs in areas of responsibility.
6. Communicate clearly and effectively to diverse audiences of technical and non-technical personnel, both orally and in writing.
7. Prepare clear, concise and accurate process, procedure and applications documentation, reports of work performed and other written materials.
8. Set priorities and organize work to complete project responsibilities efficiently and effectively.
9. Read, interpret, explain and apply technical information on business processes, software and hardware for technical and non-technical users.
10. Exercise sound independent judgment within general policy guidelines.
11. Keep technical skills current to meet continuing applications assignments.
12. Use tact and diplomacy when dealing with sensitive, complex and/or confidential issues and situations.
13. Establish and maintain highly effective working relationships with City management, staff and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in information systems, information technology or a closely related field; and at least three years of progressively responsible experience in performing applications analyses and installing and maintaining computer systems and applications in conformance with business and technical requirements; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with City management, staff and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.