

**CLASS SPECIFICATION**  
**Senior Applications Analyst**

**GENERAL PURPOSE**

Under general supervision, performs advanced journey-level systems analysis, design, programming, coding, testing and implementation of assigned systems; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Senior Applications Analyst is the advanced journey-level class in the applications analyst class series. Incumbents perform complex and responsible applications development assignments, including designing, developing, modifying and testing of new or enhanced systems, designing and coordinating systems testing and implementation processes and preparing system documentation. Incumbents may serve as project leaders for assigned development projects and have responsibility for ensuring systems integration across platforms. Incumbents have significant interactions with managers in their user communities to provide advice and consulting on uses of applications and system functionalities to meet business, operating and public service needs.

Senior Applications Analyst is distinguished from Applications and Database Supervisor in that an incumbent in the latter class has supervisory responsibility for applications and database development projects and accountability for ensuring projects are completed in accordance with City quality and timeliness expectations.

**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 advanced journey-level assignments in the design, development or modification of large scale applications to meet user and City business requirements; meets with users and department managers to review and determine business objective and user needs and discuss design alternatives; defines, analyzes and documents user requirements, including diagramming procedures and work flows; develops systems specifications; designs systems interfaces; plans implementation and deployment.
2. Performs difficult to 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.
3. Designs scenarios for unit, systems and interface testing; develops and coordinates user acceptance testing; analyses test results and installs fixes or works with vendors to correct errors and bugs;

develops system conversion or implementation plans and recommends placing systems into the City's production environment.

4. Provides tier-two and three support to City departments on applications problem resolution for a variety of enterprise software applications, database and document management systems; identifies, analyzes, troubleshoots and resolves system and programming problems; analyzes system performance and effectiveness and recommends enhancements or corrections where necessary.
5. Prepares systems and user documentation; develops training materials, user manuals and instructions; trains users and help desk staff on operations and functionalities of new applications.
6. May serve as project leader on assigned development projects; sets project priorities; develops project task lists and time estimates; performs cost benefit analyses; establishes project metrics; assigns and manages the completion of project tasks to meet time, quality and cost expectations; uses project management tools to monitor and report on progress; participates in selecting vendors and software development consultants.
7. Participates in City-wide technology development efforts; researches proposed technology solutions; participates in workgroup meetings; tests, evaluates and makes recommendations on potential software packages for implementation by the City.
8. Provides excellent customer care to both internal and external customers, observing the City's Customer Care Standards and committing to provide the high level of service expected of all City employees.

#### **OTHER DUTIES**

1. Provides backup to other technology staff as required.
2. Serves on committees and task forces as assigned.
3. Attends a variety of meetings, training sessions, conferences and seminars as required.
4. Maintain proficiency as business processes and the technology used to support them evolve.

#### **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 for system development using a variety of modern web and desktop development technologies such as Visual Studio, C#, ASP.NET, AJAX, JavaScript and associated frameworks, XML, HTML, REST and JSON.

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, fixed and mobile devices, servers (both physical and virtual), and the wired and wireless networks that connect them.
12. Principles and practices of sound business communication.
13. Principles, practices and methods of project management as defined in the Project Management Body of Knowledge (PMBOK) published by the Project Management Institute (PMI) as they apply to information technology projects.

**Ability to:**

1. Perform business 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 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 five years of progressively responsible experience in performing applications analysis and design 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 complex data, information and documents; analyze and solve complex 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.