

## **CLOVIS UNIFIED SCHOOL DISTRICT**

**Position: System and Applications Analyst**

**Salary Grade: 29**

**Salary Schedule: Classified**

**Department: Information Technology Services**

**Reports to/Evaluated by: Manager, Applications Development & Support**

**FLSA: Exempt**

### **SUMMARY**

Performs analysis, design, development, testing and documentation of computer systems and applications for academic and/or business purposes. Assists others and/or facilitates the design, update, and modification of well-defined applications. Provides end-user and advanced technical support, troubleshooting and problem resolution for staff on applications. Develops interfaces to external systems.

### **DISTINGUISHING CAREER FEATURES**

This is the first level in a broad-based technical and professional, systems analysis and applications programming career track. Advancement along this track can occur through mastery of multiple applications, software packages, programming languages, as well as the ability to work on all platforms used by the District. The Systems and Applications<sup>1</sup> Analyst is expected to develop and maintain expertise in at least one of the District's major software suites such as the Enterprise Resource Planning (ERP), currently Tyler Munis, student information systems (SIS), currently Aequitas Q or Web applications and development. At this level, the incumbent should be able to independently provide technical support, troubleshoot issues and resolve user problems related to their assigned area(s) of responsibility. Incumbents work under general supervision, receiving specific assignments and following established procedures, but are expected to exercise initiative and judgment in prioritizing tasks and resolving problems. As experience is gained, the scope and complexity of assigned tasks increase, and less direct supervision is required.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Analyzes and documents user requirements and translates them into technical specifications.
- Designs, develops, tests, implements, and maintains new and existing applications and systems.
- Develops and maintains application documentation, including but not limited to system design, programming specifications, test plans, and user manuals.
- Provides technical support and troubleshooting for application-related issues, including diagnosis, research, and resolution.
- Develops and maintains interfaces between District applications and external systems.
- Assists in the evaluation and recommendation of software and hardware solutions.

- Collaborates with other IT staff and end-users to ensure the effective and efficient use of applications.
- Participates in project planning and management activities.
- Keeps abreast of technology trends and advancements in relevant software and hardware.
- May provide training to end-users on application functionality.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

- Knowledge of: Principles and practices of systems analysis and design. Software development methodologies and the software development lifecycle. One or more programming languages relevant to District systems. Database concepts and principles. Operating systems and network environments relevant to District systems. Principles and practices of application testing and quality assurance. Technical documentation standards. End-user support principles and practices. Project management basics.
- Ability to: Analyze user needs and translate them into technical specifications. Design, develop, test, and implement software applications. Troubleshoot and resolve application-related issues. Develop and maintain technical documentation. Communicate technical information effectively to both technical and non-technical users. Work independently and as part of a team. Manage multiple tasks and prioritize work effectively. Learn new technologies and applications quickly. Establish and maintain effective working relationships with others. Develop clear and concise documentation of technology procedures as it pertains to the systems supported. Communicate technical and complex information to non-technical users. Provide training to on-line users in the use of computer equipment and operating procedures. Read, understand, and apply information from technical manuals. Prioritize work in order to meet deadlines and maintain<sup>2</sup> schedules.
- Education and Experience: Bachelor's degree in computer science, information systems, or a related field, or equivalent experience.<sup>3</sup> Typically requires two (2) to four (4) years of experience in systems analysis and application development or support. Experience in an educational environment or with relevant enterprise resource planning (ERP) or student information systems (SIS) is desirable.
- Working Conditions: Work is performed in a normal office environment. Requires the ability to sit for extended periods of time, use a computer keyboard and monitor, and communicate effectively in person, by phone, and electronically. May require occasional travel to district sites. May be required to work occasional evenings or weekends to meet project deadlines or resolve critical issues.