
Position:	Systems and Applications Analyst	FLSA:	Exempt
Department/Site:	Information Technology Services	Salary Grade:	29
Reports to/Evaluated by:	Manager, Applications Development & Support	Salary Schedule	Classified

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 Analyst is expected to develop and maintain expertise in at least one of the Districts 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 software suite(s). May work with customers to design simple applications within their assigned software suites(s).

ESSENTIAL DUTIES AND RESPONSIBILITIES

Depending on the area of concentration, incumbents are expected to be a division/department specialist and perform the following duties:

- Performs web applications development projects for administrative or academic needs. Interviews users to determine requirements. Modifies existing code base or creates new code base according to departmental needs.
- Participates with project team to document workflow using organization and data flow charts and other related materials. Helps design inputs, including data entry screens, forms, and files. Helps design outputs, including reports, files, and displays screens. Produces application design specifications and documentation on inputs, outputs, and data structures.
- Designs, codes, tests, configures, and deploys content functionality to websites using District website framework tools or content management system.
- Tests data entry and query screens that can be used by others to enter, retrieve, edit, and store information onto relational database tables.

- Corrects problems with business and educational applications. Troubleshoots to determine problem, corrects problems and makes sure that any changes to critical areas (funding, budgets, payroll, etc.) are accurate and functioning properly.
- Assists higher level System and Applications Analysts in converting applications from one platform to another or from an old to new format. Installs, integrates, tests and tunes software according to test results.
- Troubleshoots ERP or SIS application errors or applications not operating. In conjunction with users, isolates problems from symptoms, determines alternatives and serves as a liaison between users and vendor support services. Regulates server access, account administration, and permissions for ERP or SIS vendor. Participates with other to troubleshoot applications systems and web applications. Diagnoses problems and makes necessary repairs or changes.
- Maintains current technical skills and systems knowledge while learning to use new technologies in a self-directed environment.
- Performs other duties as assigned that support the overall objective of the District.

QUALIFICATIONS

Knowledge and Skills: Requires knowledge of relational databases tools. Requires knowledge of networking, servers, and remote administration. Requires knowledge of industry leading web development practices. Exemplary written and oral communication and human relations skills required for communicating and training staff throughout the District. Requires relationships with third party vendors in order to resolve issues that affect the entire District. The ability to quickly learn and master new technologies, the ability to keep up to date with web development strategies and techniques, the ability to clearly and effectively communicate technical information to non-technical employees, the ability to create technical documentation and train groups of people at multiple sites.

Abilities: Requires the ability to perform all of the relevant duties of the position with only general supervision. Can work effectively in a team environment. Requires the ability to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze technical problems and to develop and apply appropriate solutions. Requires the ability to design, program, install, and maintain programs for existing applications and systems, including databases. Requires the ability to analyze data and develop logical solutions. Requires the ability to discuss technical information with users, discern their needs and develop programs, systems, screens, etc., which meet those needs. Requires the ability to develop clear and precise documentation of technology procedures as it pertains to the systems supported. 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. Must be able to prioritize work in order to meet deadlines and maintain schedules.

Physical Abilities: Incumbent must be able to function effectively indoors engaged in work of primarily a sedentary nature. Requires the ability to sit for extended periods of time to accomplish data entry and desk work. Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard, multi-media 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. Requires visual acuity to read printed materials and computer screens.

Education and Experience: Position requires an AA degree plus two years of applicable experience; or a BA degree; or the combination of education and experience that would enable performance of the full scope of the position.

Licenses and Certificates: May require a valid driver's license.

Working Conditions: Work is performed indoors where minimal safety considerations exist.