
Position:	Systems and Applications Analyst II	FLSA:	Exempt
Department/Site:	Information Technology Services	Salary Grade:	34
Reports to/Evaluated by:	Manager, Application Development & Support Services	Salary Schedule:	Classified

SUMMARY

Perform advanced analysis, development, testing, and documentation of computer systems concentrating on academic and/or administrative information systems. Isolates and corrects application errors in a timely manner. Facilitates the design, update, and modification of well-defined applications. Provides end-user and advanced technical support, troubleshooting and problem resolution for staff on supported applications. Ensures integrity of the database structures. Acts as application administrator and performs server maintenance and updates as appropriate. Develops interfaces to external systems.

DISTINGUISHING CAREER FEATURES

This is the second 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 System and Applications Analyst II is expected to develop and maintain expertise in more than one of the district’s software suites such as the student information system (SIS), Enterprise Resource Planning (ERP) or web applications and development tools. At this level, the incumbent should be capable of designing applications in selected systems (administrative or academic) and can independently assist users in defining and developing new applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Participates and performs applications development projects for administrative or academic needs. Interviews users to determine requirements. Modifies existing programs according to departmental needs. May suggest changes in business practices or forms to efficiently use applications.
- Designs, develops, and tests computer applications, systems and files to meet users’ needs. Works directly with users to determine current and future program needs and design/develop programs to meet those needs. Tests programs, fine tunes based on test results and implements. Develops user documentation.
- Corrects problems with administrative or academic applications. Troubleshoots to determine problem, corrects problems and makes sure that any changes to critical areas are accurate and functioning properly.
- Installs new applications releases. Performs initial testing, utilizing testing environments, before releasing version to users. Corrects any discovered defects. Implements new releases to the production environment when user testing is completed.

- Troubleshoots application errors or applications not operating. In conjunction with users, isolates problems from symptoms, determines alternatives and develops and implements resolution. If problem is user error, trains users as needed on procedural changes or proper use.
- Creates instructions for custom reports that use existing databases and data fields. Creates custom databases for special uses, e.g., summer school, limited term grants, or projects.
- Assists higher level System and Application Analysts in converting applications from one platform to another. Installs, integrates, tests and tunes software according to test results.
- Maintains technical skills and systems knowledge, both current and legacy, while learning to use new technologies in a self-directed environment.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility.
- Performs other duties as assigned that support the overall objective of the district.

QUALIFICATIONS

Knowledge and Skills: Requires in-depth knowledge of complex principles and procedures of computer systems, including application system design, analysis, testing, and implementation. Requires progressive knowledge in systems design and development in order to respond to new requirements. Requires in-depth knowledge of programming languages such as, Visual Basic, SQL, and Web design tools. Requires working knowledge of multiple operating systems. Requires advanced problem solving and analytical skills to design and troubleshoot programs. Requires the ability to clearly and effectively communicate technical information to non-technical employees. Requires the ability to create technical documentation and provide individual or group instruction.

Abilities: Must be able to perform all of the relevant duties of the position with only general supervision. Can work effectively in a team environment. Must be able 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 perform a full range of systems analysis and complex applications programming duties. Must be able to analyze, design, program, install and maintain highly technical and complex system operations and application programs. Requires the ability to analyze data and develop logical solutions. Must be able to design and implement computer systems. Requires the ability to discuss technical information with users, discern their needs and develop programs, systems, screens, etc., which meet those needs. Must be able to communicate technical and complex information to ‘non-technical’ users. Requires the ability to develop clear and precise documentation of technology procedures as it pertains to the systems supported. 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. Requires the ability to flow chart, organize, and lead development projects.

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: An AA degree in a computer science discipline plus four years of experience in applications, database analysis, and operating systems programming; or a Bachelor's degree plus two years of experience. Additional experience may substitute for higher education.

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

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