

SENIOR APPLICATION ANALYST

DEFINITION

To perform a variety of duties related to the integration, administration, upgrade, testing and support of enterprise and departmental software applications and databases; to assist with relational database systems installation, administration, and support; to build and support interfaces and data export and import routines between applications; to identify database and application needs and solutions; to manage software projects; to act as an advisor to user departments in order to maintain existing databases and develop future database applications; to support end-users in the use of client and server applications; to write custom reports; to provide administrative and technical support to the Information Technology Manager; and to perform related work as required.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Information Technology Manager. Responsibilities include direct or indirect supervision of lower level clerical and technical positions. Exercises discretion and independent judgment with respect to assigned duties.

EXAMPLES OF DUTIES

The following are typical illustrations of duties encompassed by the job class; not an all-inclusive or limiting list.

ESSENTIAL JOB FUNCTIONS:

Administer assigned information systems. . Install, configure, and maintain SQL server, including capacity planning, installation and configuration of SQL management tool and client uses. Investigate issues with applications systems operation, troubleshoot errors, research corrective approaches, and implement changes as needed to maintain systems in optimum working order. Provide technical expertise in solving customers' operational information systems requirements. Perform technical and functional troubleshooting and on-call support; installs and tests upgrades and system patches; track problems and requests for system enhancements and upgrades and resolve problems as they occur. Serve as a liaison between the City and software vendors; serve as point of contact for City staff for any assigned software projects. Conducts systems analysis; develops business and technical requirements; designs functional and technical specifications; tests applications. Performs configuration, modification, testing and implementation of vendor software; develops, coordinates and implements plans to test business and functional processes during system development and quality assurance testing. Develop budget input for projects, obtain approval as needed from higher authorities, and coordinate implementation with customers and other service providers. Create and manage work plans, schedules, and status reports. Perform data collection and produce reports or other products as needed to keep management abreast of system/project status. Prepare and deliver presentations to customers, department representatives, management, elected officials, or the general public on information systems issues. Regular, predictable, consistent and timely attendance is an essential function of the position, in that the failure of such attendance undermines the City's ability to provide critical services to employees, department and the public..

OTHER JOB FUNCTIONS:

Administer contracts with external service providers and act as contractor liaison. Work with vendors to ensure system operability/functionality and to ensure success of system. Monitor time and cost expenditures and recommend contract changes as necessary. Participate in the development and implementation of the City's information technology goals, objectives, policies, and priorities. Maintain fundamental understanding of technology, practices and trends, including system development and administration. Assist in assessing the strategic direction of information technology and in developing strategic plans for use of new technology. Understands principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures. Promote safety in the workplace, ensure adherence to security and data confidentiality guidelines, and provide input on operational processes and procedures. Promotes principles and procedures of public safety environment application support. Serve in a stand-by status after regular working hours and respond to emergency call-outs as needed to maintain system operations. Make independent decisions on actions to be taken during a callback and on when to involve other support personnel. Perform general office duties. conduct data entry, prepare and file routine reports and correspondence. May act as Information Technology Manager, as assigned Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Current computer industry technology, practices, trends, and terminology; including computer system operations, administration, maintenance, and networking. Operation and maintenance of computer components including servers, Storage Area Networks, (SAN's), computers, workstations, terminals, printers, monitors, hard drives, video cards, memory, modems, and related software such as operating systems (Linux and Windows), VMWare, databases, word processing, spreadsheet, Internet browsers and utilities. Principles, procedures, practices, and techniques related to complex data processing operations in a networked computing environment. Approaches to systems analysis/design. project management/implementation, and development/maintenance. Advanced principles and practices of local and wide area networks, including the implementation, system administration, and maintenance of client-server hardware, network operating systems, data communication devices, infrastructure components, Internet capabilities, and wireless technology. Principles, practices and techniques related to database management, geography and cartography, and GIS application and design. Implementation and maintenance of Internet capabilities through web page development software, programming languages. graphics programs, or other utilities. Operation and configuration of video conferencing, video and sound systems, projectors, and other equipment used for presentation capabilities. Standard testing and troubleshooting techniques. Principles and practices of project management. Research techniques and procedures; business letter writing

and basic report preparation. Safe work practices. Job planning, prioritizing, and scheduling techniques. Supervisory and personnel management duties and responsibilities.

Skill to:

Administer a wide variety of computer systems hardware and software. Analyze systems data and situations, identify problems, reason logically and creatively, make decisions, and take appropriate action. Complete data import and export routines and report writing applications. Develop web-based applications and intergrate databases integration. Troubleshoot software problems and make appropriate modifications and repairs. Prepare accurate correspondence, reports, maps, diagrams, graphs, charts, exhibits, displays and other descriptive material. Supervise, train, plan, organize, schedule, assign, review and evaluate the work of assigned staff to most effectively meet the needs of the City. Respond appropriately, effectively and promptly to the needs of internal and external customers using principles of good customer service. Collect, organize and analyze data. Conduct any data entry functions accurately and timely. Develop cooperative public relations with other City departments, businesses, and the general public.

Ability to:

Analyze requirements and procedures to determine the technical data base requirements of applications analysts and users. Optimize existing data access and availability. Operate and maintain a wide variety of computer systems hardware and software. Communicate effectively, both orally and in writing. Provide technical expertise and knowledge in the design, implementation, and maintenance of database management systems. Establish and maintain effective work relationships with coworkers and those contacted in the performance of required duties. Learn the functions of various City departments and divisions. Perform duties independently and with minimal supervision. Organize and prioritize work, and meet critical time deadlines. Clear communication and provide good customer service to users. Prepares and maintains complete files, records and documentation of work performed. Meet the physical requirements necessary to safely and effectively perform the assigned duties.

MINIMUM EDUCATION AND EXPERIENCE:

Education & Experience:

Bachelor's degree (or the equivalent of 120 completed semester units) from an accredited college or university with a major coursework in computer science, information technology, or a closely related field. Possession of specialized computer/technical related certificates may be substituted for some required college education. Plus 2 years experience in a position similar to an IT Analyst.

OR

Associate's degree (or the equivalent of 60 completed semester units) from an accredited college or university with a major coursework in computer science, information technology, or a closely related field. Possession of specialized computer/technical related certificates may be substituted for some required college education. Plus 5 years experience in a similar position similar to an IT Analyst.

MCSA: SQL Server certification or equivalent is highly desirable

License or Certificate:

Possession of a valid California Driver's License.

ADA COMPLIANCE

Physical Ability: Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Heavy Work: Exerting in excess of 50pounds of force occasionally, and/or in excess of 20 pounds of force constantly to move objects.

Other Requirements:

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with objects and people.

Environmental Factors: May be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, work space restrictions, intense noises, and environmental dangers.

Council Action: