

APPLICATIONS ANALYST

Purpose Statement

Under the direction of an assigned manager and/or supervisor, supports customer use of application systems used in the District; participates in the acquisition of new software, including definition of requirements, design, facilitation of project team communication, and provides status on project life cycles; works in conjunction with District programmers in the development of programs and solutions for supported software; assists in the development, documentation, training and compiling of information in the deployment and maintenance of application systems, including the release of new modules and upgrades; prepares and executes quality assurance testing of applications; plans and delivers training to users; and develops ad-hoc and published reports.

Essential Functions

- Provides technical assistance and support to school site and department users; serves as a department liaison with school sites and District resources on committees relating to application systems used in the District.
- Participates in the acquisition of new software, including definition of requirements and design; writes specifications and communicates needs with software vendors related to new systems and applications.
- Reviews and implements computer applications, including new program version research/evaluation; prepares and executes quality assurance testing and debugging of applications to ensure they are properly implemented; maintains user documentation; facilitates project team communications; and assists in the implementation of new software functions and capabilities.
- Provides implementation support to classified and certificated staff in the proper use of the application system (such software modules as classroom attendance, grade reporting, etc.).
- Communicates with District personnel, outside agencies, and vendor technical support on the telephone or in person to exchange information, coordinate activities and resolve issues or concerns.
- Works in conjunction with all District technical staff in the development of programs and solutions for supported software.
- Provides end-user training and support of existing and future business information systems/modules.
- Creates reports based on user-defined requirements utilizing a variety of ad-hoc reporting tools.
- Assists in the development of various department software and reporting standards.
- Creates procedural documentation for student information system users in the areas of registration, attendance, grading, importing student photos, reporting, and other application system functions used at the District.
- Conducts training sessions, including development of training materials, handouts and other forms.
- Compiles information in the deployment and maintenance of application systems including the release of new modules and upgrades.
- Develops operational processing calendars detailing the requirements of schools and departments, including dates and timelines for scheduling, testing, grading, attendance reporting, new-year roll-over and other events for application systems used in the District.
- Troubleshoots and diagnoses software problems reported by users and develops solutions and appropriate actions.
- Performs user account management; creates and maintains user accounts based on roles for applications used in the District.

Other Functions

- Perform related duties as assigned.

Job Requirements: Minimum Qualifications
Skills, Knowledge and Abilities

SKILLS are required to perform multiple, complex, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operating standard office equipment including pertinent computer software; planning and organizing tasks and deadlines; preparing and maintaining accurate records.

KNOWLEDGE is required to perform advanced math; review and interpret complex materials; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job include: Must have effective working knowledge of contemporary student information systems and contemporary application systems; school office functions including registration, attendance; grade reporting; scheduling and master schedules; report writing software and SQL reporting tools; modern office equipment and software applications; Windows-based, Macintosh, and applications related to operating systems; and correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY is required to gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of widely varied types and/or purposes; and utilize a variety of job-related equipment. In working with others, independent problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; setting priorities; working as part of a team; working with detailed information/data; troubleshooting complex applications and determining corrective action; developing and delivering workshops/trainings; analyzing requirements and recommending appropriate actions; communicating non-technical user requirements to technical staff; and monitoring progress of projects.

Working Environment

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The usual and customary methods of performing the job's functions require the following physical demands: standing; walking; sitting; using hands to finger, handle or feel objects, tools or controls; reach with hands and arms; stoop; kneel; crouch; talk and hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate.

Education/Experience

Any combination equivalent to college level coursework in computer science, programming, business administration or related field and three (3) years applications software analysis experience.

Required Testing

None Specified

Certificates & Licenses

Valid California Driver's License

Continuing Educ./Training

None Specified

Clearances

Pre-placement Physical Exam; TB Clearance; and Criminal Justice Fingerprint/Background Clearance.

"Sweetwater Union High School District programs and activities shall be free from discrimination based on age, gender, gender identity or expression, or genetic information, sex, race, color, religion, ancestry, national origin, ethnic group identification, marital or parental status, physical or mental disability, sexual orientation; the perception of one or more of such characteristics; or association with a person group with one or more of these actual or perceived characteristics." SUHSD Board Policy 0410

Office-Technical Job Description

Adopted by BOT 06/16/03

Revision 04/25/16

Revision 12/11/17

Salary Range 68