

Classified Personnel Services
Santa Clara County Office of Education

Bargaining Unit:
Office, Technical, and Business Services

JOB TITLE: Applications Support Analyst

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES

To perform responsible research and analysis of system application needs and problems for users; coordinate the activities of other Technology Services Branch (TSB) staff in resolving problems; to develop courses and supporting materials which will address a continuum of end-user in-service needs; to provide advise, assistance, problem solving, technical support information and training for system users in the use of operational systems; assist with marketing of TSB services, software products, and system applications to prospective users; and perform all other related duties. This job class exercises responsibility for determining user application and equipment needs, monitoring and troubleshooting TSB systems/software applications for users, and providing training to users in the proper use of equipment and software applications/programs. Employees in this classification serve as the primary contact for users of TSB system and services, and receive general supervision from an Applications Systems Coordinator within a framework of standard policies and procedures.

DISTINGUISHING CHARACTERISTICS

The classification of Applications Support Analyst is responsible for the development of application training modules and in-service programs, and the overall research and analysis of system application needs and end-user problem resolution. The Applications Support Analyst requires advanced journey level knowledge, abilities, and skills in end-user application support procedures and systems.

This classification is distinguished from the lower alternate class series of Applications Support Specialist/Applications Support Technician in that incumbents of this class series require lower skill, experience, and expertise in end-user applications support.

TYPICAL DUTIES (Positions in this class may function in one or more specialized areas such as business services, pupil services, or end user hardware/software products and configurations)

Researches, analyzes, and documents system application needs and problems and coordinates efforts of department staff, as needed

Ensures timely and satisfactory solutions and resolutions; reviews new and revised program output ensuring that expressed user needs and requirements have been met

Prepares specifications for user reports and systems; modifies and/or coordinates the modification of existing programs/applications to meet user needs

Coordinates department staff, as needed to ensure timely delivery of contracted services

Participates in testing, implementation and debugging of new reports and systems; confers with programming staff regarding system changes/modifications and develops 4th generation reports as needed

Responds to written and verbal user questions; provides appropriate information to users or refers questions to other staff for appropriate response

Develops course modules and training materials to end users in the use of computer integrated software applications

Prepares for and conducts user groups to provide support and to facilitate communication among users

Prepares and updates user manuals, documents, packets, and memorandums;

Determines appropriate level of user access to on-line systems; configures system for appropriate user access

Prepares contracts for users; reviews returned contracts for completeness and accuracy and submits contracts to the appropriate authority for final review

Researches and prepares end user hardware configurations to meet user needs; confers with technical support staff to ensure compliance with standards

Prepares cost estimates for the use of TSB services; persuades prospective clients to contract for services, as needed

Establishes and maintains a variety of records and files and prepares a variety of reports and correspondence related to assigned functions and activities

Assists in the preparation of TSB marketing materials as needed; demonstrates features of software applications to prospective customers

Performs related duties as required

EMPLOYMENT STANDARDS

Possession of:

a valid class C California Driver's License

a driving record which meets the County Office of Education's insurance requirements

Knowledge of:

information system terminology, concepts, functions, policies, and procedures

training and documentation methodologies

the proper use and operation of designated peripheral equipment, programs, and applications

troubleshooting techniques

proper English usage, vocabulary, and punctuation

the basic theory, methods, and practices of financial and statistical record keeping

Ability to:

ensure user needs are met in a timely and satisfactory manner
communicate effectively in both oral and written form
prepare plans and materials for training
conduct structured training courses in the proper use and application of designated peripheral equipment, software, and systems applications
document system processes and procedures for user manuals in a clear manner
learn user operations and systems
continually learn and utilize highly specialized software applications
quickly identify problem areas or situations, evaluate problem causes and take appropriate action to resolve the problems identified
established and maintain accurate files and records
perform mathematical calculations accurately
remain current with end user hardware and software products
organize and prioritize assigned tasks to meet established schedules and deadlines
successfully apply technical and specialized knowledge to practical situations
effectively promote and market data processing hardware and software
work independently with minimal supervision
establish and maintain effective work relationships with those contacted in the performance of required duties
think in a logical and sequential manner

EDUCATION AND EXPERIENCE

Generally, the required knowledge and abilities will have been acquired through any combination of education and experience. A typical method of demonstrating these requirements would be:

Education: A bachelor's degree in computer science, information systems, business administration, public administration, or a related field from an accredited college or university.

Experience: Two years of directly related experience in developing and providing technical training and end user support preferably in a client server environment.

Personnel Commission Approval: March 26, 1998

Revised: March 25, 1999