

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: APPLICATIONS SYSTEMS ANALYST

BASIC FUNCTION:

Under the direction of the Supervisor – Applications Support, provide technological guidance, advice, and feasibility of IT projects and risk analysis; provide for project management and implementation of new systems and enhancements; coordinate with District personnel to develop, implement, maintain, enhance and evaluate the performance of major information systems and applications; develop application training modules and in-service programs, and the overall research and analysis of system application needs and end-user problem resolutions.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide for project management, implementation and testing of new systems and enhancements; document testing method and provide detail analysis of the root-cause of software bugs; confirm adequacy and acceptability of programming changes; communicate findings with vendor and actively participate in on-going testing until resolved and software functions as required; develop training plans for implementation rollout of new or enhanced products to the educational community; communicate with the customer to collect end-user requirements for new or enhanced software applications.

Provide software training for new and current school business applications; manage and promote the training schedule and environment including equipment needs; market services, software products and system applications to prospective and current users.

Develop and write project implementation plans, including cost, resource analysis, deliverables, milestones, task sheets, charts and manage on-going project status.

Communicate with senior management staff to discuss potential information technology strategies to improve business work flow.

Participate in demonstrations of software products at vendor shows, and user groups; develop workshops and seminars to the educational community both locally and State-wide; drive a vehicle to various sites to conduct work.

Develop courses and training materials for a diverse level of learning needs; utilize various formats for training including classroom, on-line distance learning, webinars and others; make technical presentations to technical and non-technical audiences.

Provide advice, assistance, problem-solving, and technical support information and training for system users in the use of operational systems; perform responsible research and analysis of system application needs and problems for users.

Write structured language queries to extract data/files, correct system anomalies and produce reports; develop, document and write functional user specifications, flow charts, work-flow analysis and process diagrams.

Perform system administration duties such as additions or deletions of user IDs, changes to passwords, and developing and maintaining appropriate levels of system access; establish system configuration and parameters for new and existing applications.

Oversee and participate in the development of ad hoc customized reports through the use of end user reporting tools, spreadsheets and/or word processors.

Participate and deliver presentations at conferences; participate in user groups; participate in professional development seminars/workshops; participate on internal and external work teams to identify necessary changes to business procedures and practices resulting from anticipated or completed programming changes.

Prepare drafts of revised procedures, user documentation, guides and knowledge bases, and train internal and external staff in their use.

Advise on the feasibility and potential impact to operating procedures of alternative design approaches to meet service request changes.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Systems analysis, design and documentation techniques used in software development life cycle methodologies.

Operation of servers, personal computers, common peripherals and other computer hardware used in business applications.

Data modeling techniques.

Information and data gathering and presentation techniques.

Information system terminology, concepts, functions, policies and procedures.

Training and documentation methodologies.

Proper use and operation of designated peripheral equipment, programs and applications.

Troubleshooting techniques.

School business practices and Standardized Account Code Structure.

Basic theory, methods and practices of financial and statistical record-keeping.

Proper English usage, vocabulary and punctuation.

Student information and assessment systems.

Methods of designing, maintaining, updating and using databases associated with the type of system assigned.

ABILITY TO:

Assure 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 and concise manner.
Learn user operations and systems.
Maintain current knowledge and utilize highly specialized software applications.
Identify problem areas or situations, evaluate problem causes and take appropriate action to resolve the problems identified.
Establish and maintain accurate files and records.
Establish and maintain cooperative and effective working relationships with others.
Apply technical and specialized knowledge to practical situations.
Promote and market data processing hardware and software.
Work independently with little direction.
Organize and prioritize assigned tasks to meet established schedules and timelines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science, information systems or related field and two years of experience coordinating and participating in end-user support services, programming, systems analysis or related technically-based computer support experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.
Evening or variable hours.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate computer keyboard.
Seeing to perform assigned activities.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching.

Personnel Commission Approval: January 8, 2014



Sheila Lopez
Director-Classified Personnel Services

January 8, 2014
Date