

## APPLICATIONS SUPPORT ANALYST TRAINEE

### DEFINITION

To provide technical, procedural and process support for assigned functional area (i.e., finance, human resources, student, financial aid); to provide user training and support; and to design and write applications.

### DISTINGUISHING CHARACTERISTICS

The class of Applications Support Analyst Trainee is the entry level in the job series. Incumbents in this class work under the direct supervision of the Technology Applications Manager.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from appropriate departmental manager.

**RESPONSIBILITIES** - The Applications Support Analyst Trainee is primarily responsible for assisting in the following:

Participating in the review and definition of functional areas, processes and procedures regarding requirements, organization and flow of data, methods and forms.

Providing systems and programming support to functional areas.

Training and supporting users on installed software.

Designing/modifying business rules for software.

Writing and maintaining user documentation.

Installing software packages; data conversion; and package maintenance.

Designing and implementing custom applications software using CASE tools.

### **Knowledge of:**

Principles and techniques of business process analysis and design  
Elements of systems and procedure analysis  
Principles of program design, coding, testing and implementation  
Principles of operations of computer technology and telecommunications  
Database functions and structure  
Principles of training/supporting technology users  
Interpersonal relationship techniques

### **Ability to:**

Establish and maintain harmonious working relationships with others, and maintain a positive sense of humor.  
Analyze complex user problems, evaluate alternatives and devise efficient cost-effective, user-friendly solutions.

Understand multiple database structures.

Organize, plan and complete application projects within District quality standards.

Communicate complex technology application issues clearly to non-technical parties orally or in writing.

### **EXPERIENCE AND TRAINING:**

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

#### Experience:

Completion of AA. BS or BA is desirable. Experience (1 to 1) may be substituted for a degree. (If substituting experience, the person would need a total of 3 years experience to qualify) One (1) year increasingly responsible computer programming or micro computer usage experience; and

#### Training:

Two (2) years experience in a student support position (i.e., A & R, human resources, payroll).

**DESIRABLES:**

Datatel/Colleague applications experience  
Financial, Human Resources, Payroll, Student Support System background  
HP9000 experience  
Micro computer programming experience  
Demonstrated strong interpersonal communication skills  
System conversion experience