
SENIOR APPLICATIONS SUPPORT ANALYST**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 Senior Applications Support Analyst is the most advanced level in the applications support series. Incumbents in this class work relatively independently supporting applications/users and developing systems for complex processes.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from appropriate departmental manager.

RESPONSIBILITIES - The Senior Applications Support Analyst is primarily responsible for the following:

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

Provides systems and programming support to functional areas.

Trains and supports users on installed software.

Assists in design/modification of business rules for software.

Writes and maintains user documentation.

Installs software packages; data conversion; and package maintenance.

Designs and implements 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 provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Experience:

Two years of experience performing duties comparable to those assigned to an Applications Support Analyst in the District; and

Training:

Completion of an AA degree. BS or BA is desirable. Experience (1 to 1) may be substituted for a degree.

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

