



APPLICATIONS SUPPORT ANALYST

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Other Professionals (Service/Support)	PEU Local 1	69	07/01/2017	Classified	1 of 2

DEFINITION

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

DISTINGUISHING CHARACTERISTICS

Applications Support Analyst - This is the journey-level in the Applications Support series. Positions in this classification work relatively independently supporting applications/users and developing systems for complex processes.

Applications Support Analyst, Senior - This is the most advanced level in the Applications Support series. Positions in this classification are responsible for performing the most specialized and complex technical duties within the work unit. Employees in this position also provide training and direction to assigned staff on a regular basis.

SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistants or other assigned staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Troubleshoots and resolves user/system issues.
- 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 updates; assists with data conversion efforts.
- Designs and implements custom applications software using program development tools.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Use of T-SQL programming for queries, report writing, and creation/maintenance/administration of Microsoft SQL Server.
- Principles and techniques of business process analysis and design.
- Elements of systems and procedure analysis.
- Principles of program design, coding, testing and implementation.



APPLICATIONS SUPPORT ANALYST

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Other Professionals (Service/Support)	PEU Local 1	69	07/01/2017	Classified	2 of 2

- Principles of operations of computer technology.
- Database functions and structure.
- Principles of training/supporting technology users.

Skill/Ability to:

- 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.
- Establish and maintain cooperative work relationships with those contacted in the performance of required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

EXPERIENCE AND TRAINING

- Two (2) years of experience performing computer applications support for various functional areas in a large organization.

EDUCATION/LICENSE OR CERTIFICATE

- Possession of a Bachelor’s degree from an accredited college or university with a major in computer science or a related field, or the equivalent.

Adopted: 07/01/17