
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 Applications Support Analyst position is the journey 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 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, technical 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:

Two years of increasingly responsible experience performing duties comparable to those assigned to an Application Support Analyst Trainee in the District.

Training:

Completion of an AA degree. BS or BA degree desirable. Experience (1 to 1) may be substituted for a degree. (If substituting experience, the applicant would need a total of 4 years experience to qualify)

DESIRABLES:

Datatel/Colleague applications experience

Financial, Human Resources, Payroll, Student Support System background

HP9000 experience

Micro computer programing experience

Demonstrated strong interpersonal communication skills

System conversion experience