CITY OF OCEANSIDE

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UNIT: UNREP/SUPV

APPLICATIONS ANALYST I
APPLICATIONS ANALYST II
APPLICATIONS ANALYST III
APPLICATIONS ANALYST IV

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, performs professional level duties in the analysis, evaluation, design, development, testing, implementation, documentation and maintenance of strategic City computer system applications across multiple platforms and technologies; provides technical support and training to end users on the use of applications; and performs other related work as assigned.

CLASS CHARACTERISTICS

Applications Analyst I - This is the entry-level classification in the Applications Analyst series. This classification is distinguished from the Applications Analyst II by the performance of the more routine tasks and duties assigned to positions within the series, including support of the least complex applications. Since this classification is typically used as a training class, employees may have only limited or no directly related work experience. Advancement to the II level is based on demonstrated proficiency in performing the assigned functions, and is at the discretion of higher level supervisory or management staff.

Applications Analyst II - This is the full journey level classification within the Applications Analyst series. Employees within this classification are distinguished from the Applications Analyst I by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this classification are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, have prior experience. This classification is distinguished from the Applications Analyst III in that the latter designs, develops, implements and maintains large or complex computer applications. Advancement to the III level is based on management discretion and demonstrated proficiency in performing assigned functions and business needs for expertise at this level.

Applications Analyst III – This is the advanced journey level classification within the Applications Analyst series. Employees within this classification are distinguished from the Applications Analyst II by the performance of the most difficult and responsible types of duties assigned to classifications within this series, including designing, developing, implementing and maintaining large or complex computer applications. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Employees at this level

may serve as a project lead on specialized application development projects. This classification is distinguished from the Applications Analyst IV in that the latter provides lead direction and training to lower level information systems staff. Advancement to the IV level is based on management discretion and demonstrated proficiency in performing assigned functions and business needs for expertise at this level.

Applications Analyst IV - This is the working supervisory level within the Applications Analyst series. Positions at this level are distinguished from other classifications within this series by the level of responsibility and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including designing, developing, implementing and maintaining large or complex computer applications, and providing direction and training to assigned information systems staff.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Performs professional level duties in the analysis, evaluation, design, development, testing, implementation, documentation and maintenance of strategic City computer applications across multiple platforms and technologies; designs data and application structures for computer application systems using appropriate design tools; troubleshoots and rectifies computer application problems; provides training to end users on use of applications; develops training materials; conducts or coordinates training sessions; evaluates training programs to ensure they are effective in meeting program goals and objectives; maintains and provides technical support for new or current applications; evaluates requests for application enhancements; provides guidance to end users on applications use and operating parameters; manipulates database information at user or management request; as assigned serves as project lead over all aspects of assigned application development project; evaluates and assesses client needs; identifies and allocates resources including staff, equipment and materials; sets project priorities, goals and objectives; prepares and presents project progress reports for department management; identifies problems and issues; recommends solutions; develops extensive administrative analyses regarding City and departmental practices, procedures and operations; performs complex organizational and budget studies; coordinates activities with outside consultants, contractors and agencies; creates, maintains and updates the City's web page; creates and edits video content for web publishing; develops analytical and statistical reports; analyzes, diagnoses and resolves complex software issues; manages data integrity and security for software applications; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information systems.

MINIMUM QUALIFICATIONS

APPLICATIONS ANALYST I

Knowledge of:

- Basic theories and applications of computer science.
- Basic methods and techniques of using application design and development tools.
- Personal computer hardware and software components.
- Basic methods and techniques used in the installation, troubleshooting, upgrading and problem resolution of software applications.

- Modern office procedures, methods and computer equipment.
- Principles and practices of customer service.

Ability to:
- Provide technical support for the implementation and maintenance of various software applications.
- Create and generate various reports, charts and other materials.
- Respond to and identify user needs and determine resolutions.
- Learn methods and techniques of applications analysis, design, development and programming.
- Learn to recommend, design, implement, and install computer software applications.
- Learn to install and troubleshoot applications.
- Learn to evaluate, test, implement and support new system applications.
- Learn to analyze and assess the technological needs of City departments.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines

Experience: One year of responsible information systems analysis or applications development experience.

Training: A Bachelor's degree with major course work in computer science or a closely related field is highly desirable.

License: A current, valid, California driver's license**.**

APPLICATIONS ANALYST II
In addition to the qualifications for Applications Analyst I:

Knowledge of:
- Principles and methods of computer science and information systems.
- Methods and techniques of using application design and development tools.
- Methods and techniques of applications development, analysis, design, development and programming.
- Principles and practices of software troubleshooting.
- Methods and techniques used in the installation, troubleshooting, problem resolution and maintenance of computer applications.
- HTML concepts.

Ability to:
- Recommend, implement and install computer applications.
- Design software to meet user requirements.
- Detect, isolate, and resolve application problems.
- Analyze and assess the technological needs of City departments.
- Develop, install, troubleshoot and upgrade City applications.
- Create and develop concise technical documents and reports.

- Integrate multiple data sets and data designs to individual applications.
- Independently perform a variety of responsible applications design and development duties.
- Design training materials and conduct training programs.

Experience and Training Guidelines

Experience: Two years of responsible information systems analysis or applications development experience.

Training: A Bachelor's degree with major course work in computer science or a closely related field.

License: A current, valid, California driver's license.

APPLICATION ANALYST III
In addition to the qualifications for Applications Analyst II:

Knowledge of:
- Advanced applications programming techniques.
- Advanced methods and techniques of using application design and development tools.
- Basic principles, practices, methods and techniques of leading application development projects.
- Methods and techniques of evaluating client information technology requirements.
- Advanced methods and techniques of applications development, analysis, design, programming and installation.
- Advanced principles and practices of computer science and information systems.
- Advanced principles and practices of information systems hardware and software troubleshooting.
- Operational characteristics of multiple operating systems and platforms.

Ability to:
- Design and implement projects to meet user specifications.
- Design, develop, install, troubleshoot and upgrade City applications.
- Oversee applications quality assurance procedures.
- Serve as project leader on assigned information systems projects.
- Perform highly advanced application development, analysis and programming duties.
- Install, test, and configure hardware and software applications and programs.
- Design, evaluate, test, implement and maintain a variety of software applications.

Experience and Training Guidelines

Experience: Five years of responsible information systems analysis or applications development experience.

Training: A Bachelor's degree with major course work in computer science or a closely related field.

License: A current, valid, California driver's license.

APPLICATIONS ANALYST IV

In addition to the qualifications for Applications Analyst III:

Knowledge of:

- Principles of lead supervision and training.
- Methods, techniques, principles and practices of integrating a variety of applications into existing and proposed operating systems across multiple platforms.
- Advanced methods and techniques of evaluating client information technology requirements.
- Advanced principles and procedures of applications development quality assurance.

Ability to:

- Lead, organize, and review the work of professional and technical information systems staff.
- Perform highly advanced applications programming and database management duties.
- Perform highly complex systems analysis duties.
- Provide applications development project management services.
- Design and integrate applications within a variety of operating systems and platforms.

Experience and Training Guidelines

Experience: Seven years of responsible information systems analysis or applications development experience.

Training: A Bachelor's degree with major course work in computer science or a closely related field.

License: A current, valid, California driver's license.

WORKING CONDITIONS

Environmental Conditions: Office environment; long periods of exposure to computer screens.

Physical Conditions: Essential functions may require maintaining physical condition necessary for sitting and standing for prolonged periods of time; speaking and hearing to exchange information; visual acuity to read and interpret information.