

DATE: APRIL 2024
FLSA: NON-EXEMPT
SALARY: GRADE T
CBA DESIGNATION: CLASSIFIED BARGAINING UNIT

APPLICATIONS ANALYST

BASIC FUNCTION

Creates applications, templates, and other web-based services for the District's internet and intranet sites; maintains the District's web servers; serves as system administrator for the District's SharePoint or similar deployment; implements, troubleshoots, maintains, and supports the District's SharePoint or similar environment for functionality, performance, and data integrity; assists in content management and technical support for academic and administrative departments; participates in the development of strategies for optimal use of SharePoint or similar application server and web based services.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for the full range of professional duties providing applications support within web-based and SharePoint or similar web server environments, working independently, and exercising judgment and initiative. Positions 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 department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Configures and maintains web servers; serves as the systems administrator for the District's SharePoint or similar web application server deployment.
2. Designs and develops moderate to complex internet and intranet applications; implements the District's branding initiatives as defined by its approved style guides; works with project teams to develop templates and applications; assists in content management and maintaining up-to-date information on District and department level pages.
3. Provides technical support and documentation for the District and colleges; ensures interfaces among District web applications and other supported third-party software.
4. Implements, troubleshoots, maintains, and supports the District's SharePoint or similar web application server environment for functionality, performance, and data integrity.
5. Oversees the application/environment user access and application deployment; monitors, plans, and configures SharePoint or similar web server components and services.
6. Participates in the planning and execution of web-based initiatives such as migrations, third-party software solutions, and integration with other enterprise systems to ensure optimal utilization of web services within the District.
7. Performs database maintenance; verifies accuracy and preserves integrity of data; establishes user security access for database; installs patches; correlates and analyzes data for various reports.
8. Analyzes web server logs and identifies key performance or reliability issues.
9. Investigates new software offerings and makes recommendations related to security, programming, and development.
10. Attends professional development training seminars and classes to maintain and enhance the level of knowledge and skills required to satisfactorily complete job assignments.
11. Participates in District-provided in-service training programs.

12. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Operations and services of a comprehensive information technology department.
2. Principles and practices of web server configuration and maintenance.
3. Principles of SharePoint content and document management.
4. Operational characteristics of collaborative web-based platforms and their integration with applications.
5. Programming methods, techniques, and documentation.
6. Software development life cycles including design, testing, deployment, and maintenance.
7. Database administration principles, including relational databases, content management, and data storage.
8. Internet system security/authentication measures and protocols.
9. Tools used in the development and deployment of supported applications and systems.
10. Methods and techniques of analyzing business processes for technology solutions.
11. Methods and techniques of troubleshooting a variety of server and web software issues.

Ability to:

1. Provide professional support to District technology services by supporting existing applications and implementing new systems using SharePoint architecture.
2. Analyze and solve business problems through the effective use of technology.
3. Configure, troubleshoot, and maintain web servers.
4. Design and develop web-based internet, desktop, and mobile applications.
5. Communicate technical details to a non-technical audience.
6. Troubleshoot, diagnose, and resolve application reliability and performance issues.
7. Work independently and in project teams on multiple projects.
8. Perform database administration tasks.
9. Monitor and identify security related issues in systems and applications supported.
10. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
11. Exercise independent judgment within general policy and procedural guidelines.
12. Assists instructors and provides guidance to students as needed.

Education and Experience:

A bachelor's degree in computer science or a related field and three (3) years of professional experience supporting enterprise applications; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and

walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.