

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Technical Analyst

Unit: Supervisory & Professional

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Job Code: D1821
Original Date: 07/2009
Last Revision: 09/2012
Staff Type: Classified
FLSA status: Exempt
Salary Range: H

DEFINITION

Under the direction of the respective Manager of Applications Development, this position's primary duties are to use systems analysis techniques to work with the business departments to identify computer programs and systems functional specifications, provide technical guidance and assistance working with the business departments to identify data and application problems; documents requirements for application enhancements or fixes, develops project plans and work tasks, develops test plans, performs program testing and training; and develops end-user documentation using standard system analysis techniques and procedures, develops, documents and modifies computer programs and systems based on specifications required by the District.

DISTINGUISHING CHARACTERISTICS

This position is responsible for the more complex and difficult aspects of a specific technical area of computer systems and programs and is the primary technical contact for planning, coordinating and reporting the progress of technical work and projects for the end user departments. This position requires considerable knowledge of the District's functional business units and job functions, as well as the administrative systems technical architecture, security and data models. This class often performs work independently and has the authority to make commitments and take responsibility for such decisions related to the specifications required by the District for computer programs and systems as well as the development, analysis, testing and modification of computer programs and systems.

EXAMPLES OF DUTIES

1. Diagnose and resolve data and application issues with both the IT technical staff and the end user departments, and utilize systems analysis techniques to determine the specifications required by end-user departments for computer systems and programs.
2. Assist clients with developing functional and technical requirements for computer program and systems fixes and enhancements. Develop test plans, coordinate test data and manage the implementation of software programs and application changes and computer system enhancements.
3. Works with end user departments to document functional requirements for computer program and system fixes and enhancements, and then develops technical specifications for the programming staff.
4. Develops test plans and computer programs, systems and application documentation for end users and technical staff and provide end user training as necessary.
5. Maintain work lists and project plans and provides weekly reporting to managers and end user departments.
6. Responds to inquiries from primary department of support, end users departments and/or external agencies.
7. Maintains effective working relationships with vendors, client administrators, and IT staff and meets with each on a regular basis to ensure work progress and identify any issues or impediments as early as possible that need to be escalated for resolution.
8. Oversee all federal, state, county, city or business entity data transfers and reporting; manage and provide status reporting for all mandated and State Chancellor's office data submission tasks and assignments; communication with system owners and management on reporting and data submission activity.
9. Performs other related duties as assigned

Knowledge:

Working knowledge of project management software and task and timeline management.
Knowledge of traditional applications development lifecycle.
Considerable knowledge of principles and practices of data processing using mainframe or minicomputers.
Considerable knowledge of microcomputer hardware and software, including networking and Microsoft Office suite of applications.
System design, development, implementation, and user support principles and practices.
Working knowledge of system back up and restore procedures.
Working knowledge of English syntax and language mechanics.
Working knowledge of principles of training and communications.

Skills and Abilities:

Ability to analyze problems and take corrective action in a professional manner.
Ability to develop standards for the operation of system hardware and software.
Ability to work independently and set priorities.
Ability to coordinate projects, goals and work assignments between IT department and end user departments.
Ability to utilize effective oral and written communications skills.
Ability to establish and maintain effective work relationships with those contacted in the performance of required duties.

Training and Experience:

Any combination of training and experience equivalent to a bachelor's degree in Computer Science or Data Processing. Equivalent experience should include a minimum of 3 years application programming or software systems design and end user support may substitute for the degree requirement on a year-for-year basis.

WORKING CONDITIONSPhysical Requirements:

Lift heavy objects (laser printers, monitors, hardware, etc.) up to 50 lbs. Climbing and manual dexterity required for cabling and installing electronic components.

Environment:

Potential electrical hazards exist if precautions are not observed.