

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: College Technical Analyst

Unit: Office Technical

Page: 1 of 3

Job Code: J1411

Original Date: 07/2015

Last Revision: 07/2015

Staff Type: Classified

FLSA status: Non-Exempt

Salary Range: 28

DEFINITION

Under the direction of the College Vice President or manager responsible for college technology, primary duties are to use systems analysis techniques to implement technologies within a specific college function which meets specified mandates and goals such as student success, equity, and learning; program review; and accreditation. Identifies technological needs and provides guidance on assessing computer programs and system functional capabilities and specification; provides technical guidance and assistance to end users; works with departments to facilitate new and enhanced technologies; identifies data and application problems; works collaboratively with vendors and College Technology Services to address problems; develops project plans, test plans and work tasks; performs program testing and training; and gathers, interprets, and reports on data derived through implemented technologies.

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 College's academic and student services departments, programs, services, and job functions; student learning, completion pathways, and end user experience; the college's success and equity initiatives, program review, and accreditation; as well as a functional understanding of technical architecture, security, and data models in order to effectively liaise with College Technology Services and vendors and achieve desired technology objectives.

EXAMPLES OF DUTIES

1. Diagnose and resolve data and application issues with both the College Technology 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, application changes and computer system enhancements in coordination with vendors and College Technology Services.
3. Implement technologies such as student success, equity, and learning; program review; and accreditation within Student Services and other end user departments.
4. Work with end user departments to document functional requirements for computer program and system fixes and enhancements, and then develop technical specifications in coordination with vendors and College Technology Services.
5. Develop test plans and computer programs, systems and application documentation for end users and technical staff and provide end user training as necessary.
6. Maintain work lists and project plans and provide regular reporting to managers and end user departments.

7. Respond to inquiries from primary department of support, end users departments and/or external agencies.
8. Maintain effective working relationships with vendors, client administrators, and College Technology Services staff and meet 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.
9. May oversee mandated and requested data transfers and reporting; and communicate with Student Services, other applicable end user departments and College Technology Services management on reporting and data submission activity.
10. Perform other related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

Working knowledge of project management, applicable software, task and timeline management.

Knowledge of student success, equity, and learning principles and practices.

Considerable knowledge of principles and practices of technology implementation and use, including data processing and the use of mainframe or microcomputers, mobile devices, or service kiosks.

Considerable knowledge of microcomputer hardware and software, including networking, as needed, the Microsoft Office suite of applications, and technologies related to student services and/or learning.

System design, development, implementation, and user support principles and practices.

Working knowledge of user interface, content management and user experience principles.

Working knowledge of English syntax and language mechanics.

Working knowledge of principles of training and communications.

Working knowledge of technological advancements related to the requirements of the assignment.

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 involving the Vice President, the Director of College Technology and other 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.

Ability to clearly and effectively communicate technical and complex information both orally and in writing.

Training and Experience:

Any combination of training and experience equivalent to a bachelor's degree in Computer Science, Data Processing, Public or Business Administration, or other related major, with a knowledge of student services and academic technologies and at least three years' experience working in a student learning environment or performing application programming or software systems design and end user support. These may substitute for the degree requirement on a year-for-year basis.

WORKING CONDITIONS

Physical Requirements:

Category III, usually minimum requirements.

Environment:

Favorable, usually involves an office. Available to respond to situations and activities at night and on weekends as needed.