San Diego Community College District
CLASSIFICATION DESCRIPTION

Page: 1 of 2
Job Code: D1821
Original Date: 07/2009
Last Revision: 07/2024
Staff Type: Classified
FLSA status: Exempt
Salary Range: 04

Title: **Technical Analyst**

Unit: **Supervisory & Professional**

DEFINITION

Under the direction of the Manager, Applications Development, or assigned manager, work with business departments using systems analysis techniques to identify computer programs and systems functional specifications, provide technical guidance and assistance to identify data and application problems, document requirements for application enhancements or fixes, develop project plans and work tasks, develop test plans, and perform program testing and training; develop end-user documentation using standard systems analysis techniques and procedures; and develop, document, and modify 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 end user departments. This position requires considerable knowledge of the District's functional business units and job functions, as well as the technical architecture, security, and data models for its administrative systems. This classification 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 Information Technology technical staff and end-user departments. Use 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. Work with end-user departments to document functional requirements for computer program and system fixes and enhancements and then develop technical specifications for the programming staff.

4. Develop 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 provide weekly reports to managers and end-user departments.

6. Respond to inquiries from primary department of support, end-user departments, and/or external agencies.

7. Maintain effective working relationships with vendors, client administrators, and Information Technology staff and meet with each on a regular basis to ensure work progress and identify as early as possible any issues or impediments that need to be escalated for resolution.

8. Oversee all federal, State, county, city, or business data transfers and reporting; manage and provide status reporting for all mandated and State Chancellor's Office data submission tasks and assignments; communicate with system owners and management on reporting and data submission activity.

9. Perform related duties as assigned

Knowledge:

- Computer hardware and software, including networking and the Microsoft Office suite of applications.
- District organization, operations, policies, and objectives.
- English syntax and language mechanics.
- Oral and written communication skills.
- PeopleSoft administrative systems and Oracle database technology.
- Principles and practices of data processing using mainframe, client/server, or minicomputer technologies.
- Principles and practices of system design, development, implementation, and user support.
- Principles of training and communication.
- Project management software and task and timeline management.
- System backup and restore procedures.
- Traditional applications development lifecycle.

Skills and Abilities:

- Analyze problems and take corrective action in a professional manner.
- Apply systems analysis techniques and procedures to identify system functional specifications and develop end-user documentation.
- Communicate effectively both orally and in writing.
- Coordinate projects, goals, and work assignments among Information Technology and end-user departments.
- Develop standards for the operation of system hardware and software.
- Document functional requirements for computer program and system fixes and enhancements.
- Establish and maintain effective work relationships with others.
- Lift heavy objects up to 50 lbs.
- Maintain records and prepare reports.
- Meet schedules and time lines.
- Plan and organize work.
- Provide technical guidance and assistance to identify data and application problems.
- Work independently and set priorities.

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.

WORKING CONDITIONS

Physical Requirements:

- Category II: Lift heavy objects 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.