

APPLICATION ANALYST

Position Summary

Under the supervision of the Director of IT, the Application Analyst evaluates business and system needs to meet identified business requirements. This includes the analysis and development of solutions to application issues or enhancements; system analysis, design and administration; website analysis, design and administration; and database analysis, design and administration. This position also incorporates user support, user training, system troubleshooting, review of business processes, and communication of user requirements/problems to vendors.

Job Functions

Essential Functions

- Perform a diverse range of analytical duties in the development, enhancement, modification, and maintenance of applications, including enterprise-wide, department-specific, and web-based applications.
- Use a variety of languages to write code to create new, or modify existing, applications and ensure that the design incorporates comprehensive security measures.
- Use multiple utilities and tools to develop and implement automated processes, scripts, and specialized views and reports for client use.
- Work with others to identify business processes for new or modified applications; develop work flow diagrams to reflect current and proposed flow of data and information; prepare initial and ongoing application design models and specifications to optimize work flow and process efficiencies.
- Identify database and systems requirements; works with project teams to plan and develop the resource needs; refine documentation and specifications as the project progresses; maintain documentation version control; prepare final documentation for client review and approval.
- Research and analyze recommended software solutions, either through an in-house build or through modification of a third-party software product; develop methods to export and incorporate data and databases into the design process, ensuring quality control and standards for data integrity.
- Develop, implement, and monitor the testing process to ensure the application performs in accordance with design specifications and is consistent with client needs; determines and implements appropriate testing environment parameters; reviews results and prepares modifications as needed.
- Receive and respond to issues with respect to application performance or reliability; investigate, diagnose, and isolate problems; take appropriate action by either resolving the issues, referring to higher level staff, or contacting a third-party vendor; provide clients with status updates on actions taken, cost impact, and timeline for resolution.
- Write and maintain technical documentation for applications projects including work flow diagrams, application design specifications, and policies and procedures for the utilization of specific applications.

- Assume responsibility for training on new, enhanced, or upgraded applications; deliver group or one-on-one training sessions; prepare user training materials and guides.

Non-essential Functions

- Conduct research and stay current on new trends and innovative solutions for software solutions to business processes; recommend new technologies which would improve the department's operational effectiveness.
- Develop, monitor, and maintain the Internet website design and architecture; develop design/content standards and maintains site displays; and manage site development/upgrades.
- Participate in projects related to assigned specialty field; may function as a leader of a small project team; may provide leadership and mentoring to other Information Technologies staff regarding area(s) of expertise.
- May provide data for justification of budget in relation to work assignments.
- Provide systems support to users of applications, track issues in ticketing tool.
- Build, manage or support servers or networks
- Perform related duties as assigned.

Knowledge, Skills, and Abilities

Knowledge

- Information system development lifecycle and design principles using flowcharting techniques and prototype development tools
- Basic principles and practices of business operations and work flow analysis
- Various programming and scripting languages
- General operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program
- Principles, methods and techniques used in designing, developing, testing and implementing computer hardware and software systems
- Data processing techniques, database design and optimization
- Document management systems
- Structured analysis and database concepts
- Project management concepts and practice
- Tools and equipment used in testing the functionality of computer applications
- Principles and practices of troubleshooting computer hardware, software and network problems

Skills

- Proficiency in software development methodologies
- Proficiency in project management methodologies
- Proficiency in system design and architecture
- Proficiency in SQL (specifically MS SQL)
- SQL Report Writer or equivalent
- Proficiency in website development and coding

- Proficiency in a document management/forms system
- HTML
- Firm understanding of a Microsoft systems environment
- Proficiency in MS Office tools including Visio

Abilities

- Gather, analyze and evaluate data and information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations
- Research, design, implement and maintain various hardware and software technology solutions, including new technology, in order to improve processes or services
- Plan, organize, prioritize and process work to ensure that deadlines are met
- Interpret general requirements and develop project-specific requirements
- Adapt quickly to changes
- Communicate effectively, both orally and in writing
- Establish and maintain effective working relationships with those encountered during the course of work
- Prepare and maintain documentation for procedures and processes
- Provide on-call service during off hours, evenings, weekends, and holidays, as needed
- Ability to operate various office equipment
- Ability to clear all necessary background checks
- Ability to learn and become proficient in UAIC-specific tools and languages

Qualifications

Minimum requirements

- Education: Bachelor's degree from an accredited college or university with major coursework in computer science, information technology or a closely related field.
- Experience: Two years managing business applications, web development, MS SQL, MS GP and document management systems.

Preferred qualifications:

- Additional relevant technical experience that demonstrates the ability to perform analytical duties in assigned technology area may act as substitute for the required education.
- 5+ years of related work experience in addition to education
- Any combination of certifications such as MCSD, Microsoft SharePoint, Application Development, PMI, AWS, Java, Plone, any SQL, HTML, or other language certifications.

Working Conditions

Work is typically performed in an indoor office environment with moderate noise levels, controlled temperature conditions and occasionally requires travel to other locations. Work environment may include noise, dust and/or unpleasant odors, marked changes

in temperature and humidity, and may occasionally require work in confined spaces plus occasional evening, holiday and/or weekend work.

While performing the duties of the job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee frequently is required to sit and stand; walk; stoop, kneel, crouch or crawl. The employee is occasionally required to climb or balance. The employee may frequently lift and/or move objects up to 15 pounds, and occasionally lift and/or move objects up to 50 pounds. The specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus, all with or without correction.

Disclaimer

I have read the attached job description and I completely understand and acknowledge all of the job duties and responsibilities specified. I understand that the specified duties and responsibilities are inconclusive and may change in accordance with the needs of the organization without it being specifically stated in the job description. I understand this job description is not an exclusive or exhaustive list of all job functions that an Employee in this position may be asked to perform from time to time. The Duties & Responsibilities of the job can be changed, expanded, reduced, or delegated by Management to meet the business needs of the organization. If I have any questions or concerns regarding the job duties not specified in this job description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR department.

Employee signature

Date

Supervisor signature

Date