

CITY OF GLENDALE

TITLE: Senior Applications Analyst **CLASSCODE:** 272IS

REPORTS TO: InformationTechnology Manager **GRADE:** 30

DEPARTMENT: Information Technology **FSLA:** E

JOB DESCRIPTION DATE: July 1, 2005 bwg

JOB SUMMARY:

Formulates/defines system scope and objectives for assigned projects. Uses a combination of design and technical skills making web sites aesthetically pleasing, functional, interactive, and easily navigable. Responsible for program design, database design, database integration, coding, testing and debug. Instructs, directs and checks the work of other systems analyst and programming personnel. May be responsible for directing and monitoring the work of team members.

ESSENTIAL FUNCTIONS:

1. Lead efforts to research, analyze and evaluate requests for new or improved software application functionality with emphasis on architecture, business need and benefit.
2. Devises or modifies procedures to solve complex problems considering equipment, capacity and limitations, operating time and the form of desired results.
3. Prepares detailed specifications from which programs will be configured or written.
4. Instructs, directs and checks the work of other systems analyst and programming personnel.
5. Evaluates workflow and methods; recommends and implements appropriate automated systems and procedures.
6. Derive accurate application needs analysis through stakeholder interviews.
7. Design, develop, implement and maintain software applications utilizing established City standards and practices.
8. Interface with users, consultants, technical teams and vendors for maximum guidance in determining the most appropriate approach in providing application functionality.
9. Insures code changes and modifications are managed using a documented change request system.
10. Prepares and maintains documentation that is current and accurately reflects the application architecture, components and software revision levels as appropriate.
11. Develops, implements and monitors appropriate application security procedures to safeguard the city infrastructure from physical harm, viruses, unauthorized users and potential data loss.
12. Develops and monitors appropriate performance metrics to identify and correct application performance deficiencies.
13. Develops documentation, checklists and processes for communicating appropriate support information to the city support staff. Provides training as appropriate.
14. Provides technical assistance, support and training to City staff; solves user problems with existing approved software application systems.
15. Develop project schedules, prioritize tasks, meet project schedule requirements.
16. Provide on call support during non-business hours.

SECONDARY FUNCTIONS:

1. Maintains a high level of current knowledge regarding systems, technology, and communications.
2. Performs other related duties as required.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Web user interface design, Web technology, protocols and practices, Software design methods, Web programming languages such as Cold Fusion, Java, dot Net or other core web development platforms. Database enabled web applications. Has full technical knowledge of all phases of application systems analysis and programming.

Skill in:

Troubleshooting computer software problems.
Managing application development projects.
Creating design documents and user guides that accurately reflect business needs.

Ability to:

Lead projects, Prioritize tasks, meet project schedule requirements.
Act in a mentor capacity for junior staff.
Ability to work effectively with users, technical personnel and consultants to achieve stated objectives.
Develop and instruct training programs in automated systems, microcomputers, software applications and usage.
Conduct research, prepare reports and recommendations.
Establish and maintain effective working relationships with City staff.
Communicate effectively verbally and in writing.

WORKING CONDITIONS:

Office setting. Following safe handling practices when installing and upgrading equipment can substantially control the risks of exposure to electrical hazards.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Information Systems or Computer Science or a related field and five years experience in computer programming and systems analysis and design, including experience in HTML, web development and database integration. Any equivalent combination of training and experience, which provides the required knowledge, skills, and ability, may qualify.

SPECIAL REQUIREMENTS:

Valid Arizona drivers license
Ability to work overtime, shifts, weekends and holidays as required.