

City of San José
CLASS SPECIFICATION

Title: Supervising Applications Analyst (1354)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Exempt

CLASS SUMMARY

Under general direction, assumes responsibility for planning, selecting, installing, implementing enhancing, and maintaining major computer systems and/or communication networks that affect City departments; systems include, but are not limited Integrated Development Tracking System, Police Automated Information System, and network, telecommunications and radio systems. Supervises a team of technical staff assigned to the major system or program. Manages department program budgets, directs allocation of funds, negotiates contracts, and tracks expenditures. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Supervising Applications Analyst is the second level in the Information Technology professional/management series. Incumbents regularly work on tasks that are varied and complex, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned technology program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

The Supervising Applications Analyst class differs from the Information Systems Analyst class in that the latter class provides professional support to programs and systems, but does not have programmatic supervisory responsibilities. Supervising Applications Analyst differs from Division Manager, Department Information Technology Manager, and Enterprise Technology Manager in that the latter classifications manage distinct operational service functions or program areas whose goals, objectives, and policies have a considerable impact on organizational priorities. Supervising Applications Analyst differs from Enterprise Principal Technology Analyst in that the latter requires a higher level of skill, responsibility, and expertise needed to plan, implement, and maintain City systems and/or networks; oversee the City's larger technical operations and projects; and perform enterprise-level professional duties that have a Citywide impact.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

A Bachelor's Degree from an accredited college or university in a relevant field AND five (5) years of increasingly responsible professional/ level experience. in computer applications, systems, networks, or telecommunications work, of which at least two (2) years include the responsibility for the development, implementation, and maintenance of major communications or computer systems.

Acceptable Substitution

Additional years of increasingly responsible directly related work experience may be substituted for education on a year-for-year basis. Completion of a Master's Degree in a relevant field from an accredited college or university may be substituted for one year of the required two (2) years of experience include the responsibility for the development, implementation, and maintenance of major communications or computer systems.

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Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Analytical Thinking - Approaching a problem or situation by using a logical, systematic, sequential approach.
- Coaching - Provides guidance, opportunities and motivation to develop and strengthen knowledge, skills, and competencies to improve employee's capabilities.
- Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Fiscal Management – Understands the relationship of the budget and resources to the strategic plan; complies with administrative controls over funds, contracts, and procurements.
- Initiative – Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Leadership - Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.
- Planning – Acts to align own unit's goals with the strategic direction of the organization; Defines tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.
- Problem Solving – Approaches a situation or problem by defining the problem or issue; determines the significance of problem(s); collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.

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- Project Management – Ensures support for projects and implements agency goals and strategic objectives.
- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.
- Technology Use/Management - Uses efficient and cost-effective approaches to integrate technology into the workplace and improve program effectiveness.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Plans, implements, develops, and evaluates department computer/data/communications/network systems; coordinates contact with user departments regarding performance and functional issues; ensures the effective and efficient operation of a major department system or program.	Daily
2.	Coordinates staff to include: selection of staff, establishing goals, guidelines, timelines, and completes performance evaluations.	Daily
3.	Provides hands-on systems design leadership to architect and develop technology solutions that maximize technology investments and automate system data integrations.	Daily
4.	Manages relationships with vendors to ensure support and services are provided as needed.	Daily
5.	Manages department or division budget to include: preparing budget proposals, authorizing expenditures, directing allocation of funds, negotiating contracts, and tracking expenditures.	Daily
6.	Researches and recommends system or program policy; ensures compliance with federal and state laws, rules and regulations and local codes and standards.	Daily
7.	Designs and develops control and performance reporting metrics that ensure accurate data availability for management personnel.	Daily
8.	Performs all phases of the project management life cycle of mission critical improvements including the ability to ensure critical tasks are completed and strategic goals are attained.	Daily
9.	Assists Managers developing technology policies and procedures to ensure information system security compliances and operation best practices.	Daily
10.	Identifies problems and evaluates trends that help to develop IT strategies for business continuance during the disaster situation.	Daily
11.	Identifies duplicative services within the department or cross-departmental for opportunities to consolidate resources and create efficiencies.	Daily
12.	Serves as key participant in technology Requests for Proposal process; develops project specifications; participates in the evaluation and selection of solutions; assumes contract management responsibilities.	Weekly
13.	Develops and executes work plans, reports and recommendations.	Weekly
14.	Develops effective presentations that articulate results in a clear, understandable format.	Weekly

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
15.	Ensures technical support problem resolution related to business application software systems through cooperative relationships.	Weekly
16.	Develops technical recommendations for department systems or programs, including the ability to make the business case for recommendations in terms of expected efficiencies, and potential for revenue generation.	Weekly
17.	Analyzes end user needs and makes recommendations of software applications to meet those needs, ensuring the technology solution is consistent with current industry trends and best practices.	Weekly
18.	Develops system disaster recovery plans to meet business needs.	Weekly
19.	Audits/enforces system configuration best practices to ensure that systems meet security requirements.	Weekly
20.	Develops system performance measure metrics and reports.	Weekly
21.	Performs other related duties as assigned.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY Created 1/90, Rev. & Ret. 6/93 (formerly Financial Systems Analyst), Rev. 1/98, Rev. 11/01, Rev. 09/17; s004