

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

TECHNICAL ANALYST

Salary Range 22

BASIC FUNCTION:

Under the direction of an assigned divisional or departmental supervisor, incumbent performs data analysis, modification, and maintenance of applications, business processes, and software solutions, which may include: departmental or enterprise databases to meet user and organizational information needs; specific application expertise; implementation support for unit applications; and/or first tier local support for key applications. Position may require research, analysis and provide documentation of applications or data sets using multiple platforms and tools to support reporting or analysis for unit needs. Position uses functional expertise to formulate solutions to address operational challenges. Positions in this classification may reside in Information Technology Services (ITS) or in other campus departments or divisions. If outside ITS, incumbent is expected to collaborate actively with ITS, and peers, to fulfill unit needs, and participate in enterprise application working groups as necessary.

REPRESENTATIVE DUTIES: *E = indicates essential duties of the position*

- Analyzes unit system and application needs and collaborates with stakeholders and ITS to evaluate, identify and determine solutions; including, approaches to the optimization of operations or adoption of solutions. (E)
- Consults with users to identify and document software/systems needs, work flow issues and reporting output needs. (E)
- Develops, designs and researches solutions for user needs. (E)
- Evaluates and troubleshoots software processes and programs. (E)
- Ensures system integrity and efficiency through system testing and coordinates with ITS on problem resolution. (E)
- Works with departments to gather requirements for the design of application programs, user friendly interfaces to systems, applications, and databases, and coordinates with ITS to ensure changes are part of the development life cycle.
- Documents needs for modifications to software, and collaborates with ITS and vendors to meet user needs. (E)
- Acts as liaison between users, ITS, other units, and software vendors, as needed, to ensure efficiency of documents, application performance and support. (E)
- Applies consultative skills to assess user needs and communicate technology systems and solutions. (E)
- Researches and evaluates the functionality of vendor software to meet user needs. (E)
- Reviews data acquisition and output media to ensure accuracy of information generated for State mandated reports. (E)
- Develops implementation plans for utilizing/updating existing and new system processes. (E)
- Creates, maintains and distributes documentation and unit specific data dictionaries for training of users to ensure accurate and efficient use of software programs. (E)
- Monitors, analyzes, verifies data and makes corrections to ensure data integrity, and optimizes workflow, business processes, and reporting to enhance operations for unit and institution. (E)
- Identifies and coordinate with ITS to resolve software/hardware interface problems, data requirements and access methods. (E)
- Interviews and selects student assistants and other part-time support staff; trains and oversees hourly and student workers; assigns and directs work and instructs such assistants in work procedures. (E)
- Researches and analyzes data using multiple platforms to provide statistical data for program development. (E)
- Writes and performs queries and data analysis using enterprise reporting tools. (E)
- Provides information regarding program requirements. (E)
- Attends conferences, seminars, and workshops for purposes of enhancing knowledge base on information technology system. (E)
- Maintains data to support MIS reporting and coordinates with ITS to resolve MIS data errors. (E)
- Acts as a subject matter expert regarding functional business processes and how those processes are carried out in an information system. (E)
- Performs other related duties as may be assigned.

EDUCATION AND EXPERIENCE: Any combination equivalent to:

Graduation with an Associate's degree, preferably in computer science or business, or equivalent training and three years of applied experience. A basic foundation of knowledge and skills in applications database and system / data analysis is necessary. Foundation knowledge and skills may include standard systems analysis techniques and specialization in a specific department or area.

KNOWLEDGE OF:

Formal data flow analysis methodologies.

Campus-defined systems, applications and standards.

System/equipment capability, design restrictions and security requirements.

Network connectivity, integration, configuration and protocols.

Integrated systems including operations systems, applications and databases.

Client/server technologies.

Technical and vendor documentation for database systems and related programs.

Data structure design, relational database design and file structures.

ABILITY TO:

Identify hardware/software problems.

Maintain current knowledge of program requirements, regulations and restrictions.

Communicate effectively.

Work confidentially with discretion.

Meet schedules and time lines.

Complete work with many interruptions.

Establish and maintain cooperative and effective working relationships with others.

Maintain records and prepare reports.

Understand and follow oral and written directions.

Use database tools to generate reports and perform data analysis.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES: Provides work direction to student and hourly workers as assigned.

CONTACTS: Co-workers, outside departmental staff, ITS Operations and Development staff, peers, and vendors.

PHYSICAL EFFORT:

Requires the ability to exert some physical effort, such as walking, standing and light lifting.

Minimal dexterity in the use of fingers, limbs and body in the operation of office equipment.

Tasks require extended periods of time at a keyboard.

WORKING CONDITIONS:

Normal office environment.

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