INFORMATION TECHNOLOGY ENTERPRISE APPLICATION ANALYST III

Group-Section: Business Technology Group	**FLSA Status:** Non-Exempt **Bargaining Unit:** AFSCME	**Salary Grade:** 47 **Job #:** YA40

JOB SUMMARY
This is the journey level position performing Information Technology Enterprise Application Analyst III job duties.

DISTINGUISHING CHARACTERISTICS
Positions at this level are fully competent and use judgment in interpreting and adapting guidelines such as policies, regulations, precedents, and work directions for application to specific cases or problems. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. The work involves treating a variety of conventional problems, questions, or situations in conformance with established criteria.

OVERSIGHT

Supervision Received: The supervisor makes assignments by defining objectives, priorities, and deadlines; and assists employee with unusual situations that do not have clear precedents. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

Supervision Given: May act as a lead. May coordinate and review work assignments of employees performing the same general work as the lead on a day-to-day basis. Responsibilities may involve solving problems and providing instructions on work procedures.

JOB DUTIES
1. Performs technical configurations, customizations, and extends stand-alone applications.

2. Performs technical configurations, customizations, and extends commercial off the shelf enterprise resource planning software in one to two modules.

3. Defines, designs, develops, and deploys enhancements and reports for one to two modules and stand-alone applications; ensures compliance with applicable specifications and standards.

4. Provides resolution to tickets having visible changes to a number of customers with minimal impact on development and/or production environment; may require action by other groups.

5. Troubleshoots software application problems; identifies, recommends, and implements system improvements, modifications, and upgrades involving one to two modules and stand-alone applications. Develops user and technical documentation and provides training to system users.

6. Researches, evaluates, tests, and implements patches and system upgrades involving one to two modules and stand-alone applications.

7. Participates in professional group meetings; stays abreast of new trends and innovations in their area of responsibility.

8. May participate on a project team.

9. Performs other related Information Technology Enterprise Application Analyst job duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university in a related field and four years of relevant experience; or Master's degree from an accredited college or university in a related field and two years of relevant experience.

Required Knowledge of: Principles, practices, and procedures of Information Technology; operational characteristics, methods, and techniques to analyze, design, develop, test, and implement applications; use of stored procedures and parameters to manipulate relational database objects, query and reports; technical framework for Enterprise Resource Planning and Human Resources systems to modify or extend functionality; use and extend object classes within systems framework; Information Technology methods and procedures, including systems life cycles and applications development; business knowledge of one to two modules; and current office technology and equipment.

Required Skills and Abilities to: Provide technical system support for one to two modules; understand module integration; responding, diagnosing, and resolving problems; analyze requirements, design, test, and implement system applications; provide training; plan and carry out a variety of assignments to meet business objectives under established guidelines; understand technical and business complexities across related modules; use independent judgment and exercise discretion; problem solve; prioritize and multi-task; communicate clearly and concisely, both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work; work independently and in a team environment; and operate current office equipment including computers and supporting applications.

CERTIFICATIONS, LICENSES, AND REGISTRATION REQUIREMENTS
Employees in this position may be required to obtain and maintain the following certifications, licensing and registrations:

Certificates
*   None

Licenses
*   Valid California Class C Driver License that allows you to drive in the course of your employment

Registrations
*   None

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Revised:
Supercedes:

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS
The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the job duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

Physical Demands: The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as personal computers and record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

Work Environment: The work involves moderate risks or discomforts that require special safety precautions, e.g., working around moving parts, carts, or machines, or irritant chemicals; etc. Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

Vision Requirements: No special vision requirements.

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