THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

INFORMATION TECHNOLOGY ENTERPRISE APPLICATION ANALYST II

Group-Section: Business Technology Group	**FLSA Status:** Non-Exempt **Bargaining Unit:** AFSCME	**Salary Grade:** 42 **Job #:** YA39

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

DISTINGUISHING CHARACTERISTICS
Positions at this level follow established procedures for doing the work. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application, and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred. The work consists of duties that involve related steps, processes, or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of and differences among a few easily recognizable situations. Actions to be taken or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature. The work involves the execution of rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope following established criteria.

OVERSIGHT

Supervision Received: The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

Supervision Given: None

JOB DUTIES
1. Assists with performing technical configurations, customizations, and extending stand-alone applications.

2. Learns and assists with technical configurations, customizations, and extending commercial off the shelf enterprise resource planning software.

3. Designs, develops, and deploys enhancements and reports per requirements.

4. Provides resolution to tickets affecting a few or a single customer having minimal impact; requires minimal or no action by other groups.

5. Assists with troubleshooting software application problems; assists with identifying, recommending, and implementing system improvements, modifications, and upgrades involving one to two modules and stand-alone applications. Assists with developing user and technical documentation and provides training to system users.

6. Tests patches and system upgrades.

7. May participate on a project team.

8. 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 two years of relevant experience.

Required Knowledge of: Principles, practices, and procedures of Information Technology; operational characteristics, methods and techniques to design, develop, test and implement applications; use of procedural language to manipulate relational database objects, query and reports; principles of technical framework for Enterprise Resource Planning and Human Resources systems; object oriented programming concepts; Information Technology methods and procedures, including systems life cycles and applications development; and current office technology and equipment.

Required Skills and Abilities to: Assists with providing routine technical system support; responding, diagnosing, and resolving problems; methods to design, test, and implement system applications; assist with providing training; plan and carry out a variety of assignments to meet business objectives under established guidelines; 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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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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