

City of South San Francisco  
Human Resources Department

**Applications Analyst**  
Class Description

**Definition**

Under general supervision, the Applications Analyst performs a variety of professional, technical, and analytical duties involving the design, development, testing, implementation, administration, troubleshooting and support of City information technology applications, including enterprise-wide, department-specific, and web-based applications; evaluates, tests, and modifies new and existing applications in order to provide better efficiencies, security and performance; and performs other related duties as assigned.

**Distinguishing Characteristics:**

This is a journey level professional classification performing a variety of systems analysis and design, programming, testing, implementation, and maintenance of new and existing systems. It is distinguished from the Senior Computer Services Technician by its responsibility for managing complex software projects involving planning, implementation, and upgrades for new and existing software applications. It is further distinguished from the Information Systems Administrator in that the latter has broader responsibility for the administration of multi-user and server-based computer systems including computer hardware, software, and network maintenance.

**Typical and Important Duties**

1. Performs a variety of analytical duties in the development, enhancement, modification, and maintenance of City information technology applications, including enterprise-wide, department-specific, and web-based applications.
2. Uses a variety of languages to write code to create new, or modify existing, applications ensuring that the design incorporates comprehensive security measures.
3. Uses multiple utilities and tools to develop and implement automated processes, scripts, and reports for client use.
4. Works with colleagues and client departments to identify business process basis for new or modified applications; develops workflow diagrams to reflect current and proposed flow of data and information; prepares initial and ongoing application design models and specifications to optimize workflow and process efficiencies.
5. Identifies database and system requirements; works with colleagues or project team to plan and develop these resource needs; refines documentation and specifications as the project progresses; prepares final documentation for client review and approval.
6. Researches and analyzes recommended software solutions either through an in-house build or through modification of a third-party software product; develops methods to export and incorporate data and databases into the design process, ensuring quality control and standards for data integrity.
7. Develops, implements, and monitors the testing process to ensure the application performs

in accordance with design specifications and is consistent with client needs; determines and implements appropriate testing environment parameters; reviews results and prepares modifications as needed.

8. Develops, monitors, and maintains the City's website design and architecture; develops design/content standards and maintains site displays; manages site development/upgrades; ensures proper functioning of links to website content, forms, surveys, and related material.
9. Receives and responds to issues with respect to application performance or reliability; investigates, diagnoses, and isolates problems; takes appropriate action by either resolving the issues, referring to higher level staff, or contacting a third-party vendor; provides clients with status updates on actions taken, cost impact, and timeline for resolution.
10. Writes and maintains comprehensive technical documentation for applications projects including work flow diagrams, application design specifications, and policies and procedures for the utilization of specific applications.
11. Assumes responsibility for training on new, enhanced, or upgraded applications; delivers group or one-on-one training sessions; prepares user training materials and guides.
12. Conducts research and stays current on new trends and innovative solutions for software solutions to business processes; recommends new technologies which would improve the department's or client's operational effectiveness.
13. Participates in projects related to assigned specialty field; may function as a leader of a small project team; may provide leadership and mentoring to other Information Technologies staff regarding area(s) of expertise.
14. Represents department and division on committees, with outside organizations, and meetings as necessary.
15. Performs related duties as assigned.

## Job-related Qualifications

### Knowledge of:

- Principles and practices of computer systems and related analysis and design.
- Fundamentals of business process and software design, networks and communications.
- A variety of programming languages and operating systems on multiple hardware platforms.
- Computer operating methods, languages and procedures.
- Principles and practices of software development, testing and deployment.
- Software development methodologies and life cycles.
- Current trends in information technology software, business systems, hardware, networks, and communications.
- Applications development and structured analysis methods; data modeling theory and methods; disaster planning and recovery techniques; debugging and error detection.
- Operational relationships between applications development, database management, and components of technology infrastructure such as operating and communication systems.
- Methods and techniques of developing and delivering training on new or modified applications.
- Principles and practices of project management.
- Principles and practices of customer service.

Ability to:

- Provide professional support to a diverse range of enterprise-wide and department-specific applications used throughout the City.
- Analyze, diagnose, maintain, and troubleshoot applications.
- Prepare clear and concise technical documentation.
- Prepare a variety of reports and maintain accurate records and files.
- Analyze and develop logical solutions and alternatives to problems.
- Effectively use design and testing tools and methodologies.
- Effectively use various desktop tools.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use initiative and independent judgment within general policy, procedural, and legal guidelines.
- Maintain confidentiality with sensitive data and information.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Experience And Education**

Any combination of experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience:

Three years of experience performing professional applications development and management duties in a multi-platform environment. Experience in a municipal government agency is preferred.

Training:

A Bachelor's Degree from an accredited college or university with major coursework in Information Technology, Computer Science, or a closely related degree.

**Licenses and Certificates**

The following licenses or certifications must be maintained as a condition of employment:

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

**Special Requirements**

Essential duties require the following physical skills and work environment.

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift and carry 35 pounds; distinguish among various colors; distinguish various computer-generated auditory signals; use common hand tools; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the

telephone, and to make public presentations.

**Work Environment:**

Mobility to work in a typical office environment and/or field setting.

**Ability to:**

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; work protracted and irregular hours; take 24-hour on-call and stand-by; attend evening meetings.

**Additional Information:**

- Approved: August, 2023
- Revised Date:
- Former Titles:
- Abolished:
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/exempt
- Job Code: M810