

CSC Adopted: October 2001, CSC Revised: _____

Class Title: Applications Analyst

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Coordinates and performs technical duties in relation to the development, implementation and maintenance of technology-based business solutions for the department. Lends general computer support. Coordinates with other departments to ensure proper department functions. Trains employees in operation of new software applications and systems.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Coordinates and provides assistance in the development and maintenance of PC based network internet/intranet business applications by developing specifications for the creation of computer business programs, performing testing, creating training plans and manuals, functioning as the principal point of contact for questions and ensuring the developed program functions as designed.
2	L	Designs, develops, implements and maintains computer software applications by remaining familiar with technologies and computer programs, determining departmental needs by meeting with clients, designing and completing a program, implementing the program, conducting appropriate training, performing technical support and compiling reports and analysis.
3	L	Performs administrative duties by developing the budget in relation to technology-based items and serving on various committees.
4	L	Coordinates and provides assistance in the recommendation, implementation and administration of new technology by researching and exploring technology-based solutions, identifying appropriate PC/server-based business solutions, gathering appropriate staff input, arranging vendor sponsored demonstrations, making recommendations to departmental management, writing proposals to secure funding for new technology, determining implementation strategies for new software, coordinating and conducting user training, creating user profiles, establishing user security and performing ongoing maintenance of the systems.
5	L	Creates computer-based multimedia presentations by providing technical and creative guidance to departmental management or committee members, developing a production plan, determining and ensuring the utilization of hardware and arranging logistical and technical details.
6	S	Develops, implements and maintains computer systems by determining needs for the system and applying appropriate applications, developing codes to create functioning system and providing changes to system as functional needs change.
7	S	Lends general computer support by troubleshooting small hardware problems, assisting staff in new computer procedures, working with management and users to determine system specifications and implementing specifications.

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Physical Strength Code		ESSENTIAL FUNCTIONS
8	S	Coordinates with other departments to ensure proper department functions by producing work requests, attending meetings with staff to arrange and facilitate project completion and acting as a security liaison to establish accounts, reset passwords and terminate accounts.
	S	Trains employees in the operation of new systems by coordinating training sessions and gathering information from operational divisions on performance and progress when using new systems.

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CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Three years technical experience in either PC maintenance or application development.
Certifications and Other Requirements	Computer A+ Certification, or MCP in Computer Operating Systems
Reading	Work requires the ability to read technical manuals, policies and procedures, City codes and legal documents.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write technical reports, requests for proposals, grants and narrations for presentations.
Managerial	Managerial responsibilities include managing simultaneous projects in disparate disciplines and managing technical and non-technical components to ensure compliance with directives and compatibility with project objectives.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Making presentations
Sitting	F	Desk work
Walking	O	To other offices
Lifting	F	Computers, printers and related equipment
Carrying	F	Computer, printers, tools and related equipment
Pushing/Pulling	O	Installing computers
Reaching	O	For supplies and equipment
Handling	F	Computer parts
Fine Dexterity	F	Computer keyboard, computer repair
Kneeling	O	Troubleshooting computer equipment
Crouching	O	Troubleshooting computer equipment
Crawling	R	Under desks
Bending	F	Troubleshooting computers
Twisting	F	Installing computers
Climbing	R	Stairs
Balancing	N	
Vision	F	Reading, computer monitor
Hearing	F	Communicating with personnel
Talking	F	Communicating with personnel
Foot Controls	N	
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer repair tools, Computer, MS Office Suites, Graphics editors, Audio editors, Video editors, laptop, projector equipment, scanning/OCR software and hardware, PC software, diagnostic utilities, CD writers

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	M	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)