



**Orange County Department of Education  
Human Resources Department  
Classified Management Class Specification**

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**Applications Support Analyst**

**Class Code: 1454**

**Work Days: 225**

**GENERAL PURPOSE**

Implement and provide support of decision support/reporting tools using SQL/stored procedures; provide quality control, assurance testing, second-tier support/problem-solving, changes/updates/uploads of data, utilities using SQL/stored procedures, for all internally developed business applications; provide implementation and support of workflow and imaging software, web content management software; support Information Technology (IT) regulatory and compliance activities; and provide assistance to higher level management staff.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from higher level management staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

1. Recommend and assist in the implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; and implement policies and procedures.
2. Provide support for all internally developed business applications, including payroll, retirement, time attendance, human resources, employee information systems, credentials, bank reconciliation, fund management, finance, document management, and childcare software applications.
3. Analyze data using Structured Query Language (SQL).
4. Design, develop, and maintain reports using application reporting tools.
5. Create dynamic and interactive visualizations, including charts, graphs, maps, and dashboards, which help users quickly identify patterns, trends, and outliers.
6. Provide second-tier support of internally developed applications to district personnel and serve as a resource to professional and technical staff.
7. Participate in developing software test plans to ensure internally developed applications are tested thoroughly.
8. Test internally developed applications to ensure their quality and compliance with established business policies and practices while documenting test results.
9. Assist in defining project scope, objectives, and critical target dates.
10. Consult and collaborate with staff to review, develop, and implement new or updated procedures, software applications, and user documentation.

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11. Develop, coordinate, and implement plans to test business and functional processes during system development and quality assurance testing.
  12. Work with school district and Orange County Department of Education personnel to problem solve and develop solutions for complex business concerns.
  13. Perform analysis to determine requirements and issue resolution.
  14. Define and document requirements for enhancements.
  15. Coordinate the implementation of software updates by working with internal organization personnel.
  16. Work with software vendors to understand, configure, enhance, and support application software products.
  17. Follow established Quality Assurance standards and policies.
  18. Configure, test, and document software applications to ensure their successful implementation and ease of maintenance.
  19. Coordinate, schedule, and verify results of application utilities executed to support business applications and procedures.
  20. Analyze, design, implement, and maintain user security for application access.
  21. Analyze, design, implement, and maintain workflow models for software applications.
  22. Provide functional and technical support.
  23. Create new sites for web content management software.
  24. Configure site and library settings for web content management software.
  25. Manage permissions for all sites for web content management software.
  26. Review and implement content-related changes for web content management software based on web analytic reports.
  27. Participate in user meetings and training sessions.
  28. Develop training materials and curriculum and conduct formal training sessions.
  29. Follow security standards as defined by the IT Division.
  30. Develop documentation for business software applications.
  31. Keep up-to-date on emerging technologies and methodologies, and attend training classes as necessary.
  32. Demonstrate attendance sufficient to complete the duties of the position as required.
  33. Perform related duties similar to the above in scope and function as required.

#### **QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

##### **Knowledge of:**

1. Methods and techniques of Structured Query Language (SQL), databases, and reporting and analytics tools.
2. Project management and reporting.
3. Concepts and principles of complex integrated business applications, such as financial accounting, human resources, credentials, benefits, payroll, and time and attendance.

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4. Data Reporting and Visualization Solutions (such as SAP BusinessObjects, Tableau).
  5. Theories and applications of computer sciences.
  6. Principles and practices of system testing, analysis, and security administration.
  7. Methods and techniques used to provide specifications, design, develop, test, and implement applications.
  8. Methods and techniques of evaluating business requirements and developing information systems solutions.
  9. Principles and practices of quality assurance techniques and testing.
  10. Principles and practices of programming languages.
  11. Methods and techniques of developing application technical manuals and documentation, Hypertext Markup Language (HTML), document imaging and scanning solutions, and automated business processes (workflow).
  12. Concepts and principles of web content management software, Listserv, and video conferencing.
  13. End user device operating systems.
  14. Microsoft Office products.
  15. Business applications and processes.
  16. Procedures, methods, and techniques of project and workflow management and organization.

**Ability and Skill to:**

1. Manage multiple projects/requests.
2. Communicate clearly and concisely, both orally and in writing.
3. Interpret and apply federal, state, and local laws, codes, and regulations.
4. Establish and maintain cooperative working relationships with those contacted in the course of work.
5. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
6. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
7. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

**Education, Training, and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in business and computer-related fields and one to two (2) years of experience in the understanding of business functional areas, business management issues, data loads/updates/utilities, web content management systems, imaging, and data reporting/analysis; or an equivalent combination of training and experience.

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## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

### **Physical Demands**

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame, read written and electronic materials, and communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods; and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces and move items weighing up to 25 pounds.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast-paced with high pressure.