

Application Support Analyst II
Foothill-De Anza Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=246717>

Downloaded On: Dec. 21, 2024 1:05pm

Posted Oct. 8, 2024, set to expire Jun. 1, 2025

Job Title	Application Support Analyst II
Department	Staff
Institution	Foothill-De Anza Community College District Los Altos Hills, California
Date Posted	Oct. 8, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Administrative Support/Services
Apply Online Here	https://apptrkr.com/5703328
Apply By Email	
Job Description	

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Application Support Analyst II

HR EMPLOYMENT/CAREERS

Closing Date: 10/25/24**

**Any complete applications received after the closing date will only be forwarded to the hiring committee at their request.

Salary Grade: C1-64

Starting Salary:



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\$8,662.69 (per month) plus benefits

Full Salary Range:\$8,662.69 - \$11,614.46 (per month)

The Foothill-De Anza Community College District is currently accepting applications for the classified position above. We are looking for an **Application Systems Support II**.

The Foothill - De Anza Community College District does not have a remote work policy. All employees are expected to be available to work in person and on-site per the requirement of the department.

The Foothill-De Anza Community College District does not reimburse applicants for travel, lodging or any other costs incurred by applicant to attend interviews. All interviewing costs incurred will be the responsibility of the applicant.

ABOUT THE DISTRICT

Foothill - De Anza Community College District, composed of two colleges and an education center, is one of the top performing districts in both California and the United States, and one of the largest, ranking seventh in size among the state's 72 districts, serving more than 58,500 students per year and with an operating budget of \$180M unrestricted general fund. Consistent with its mission, the District has a strong commitment to equity and inclusion and incorporates those values in its policies, procedures, and operations, and in its leadership and service to students and the community. Publicly supported and locally oriented, the District fills an essential role in workforce development, continuing education, and skills preparation to meet the changing demands of the highly diverse surrounding population and business communities. The District's students and more than 2,000 faculty and staff enjoy an unparalleled quality of life in an ideal climate, with physically pristine and fiscally sound campuses that have earned their reputation for academic excellence.

FOOTHILL - DE ANZA COMMUNITY COLLEGE DISTRICT MISSION STATEMENT:

The mission of the Foothill-De Anza Community College District is student success and educational excellence. The district and its colleges provide access to affordable, quality educational programs and services that develop a broadly educated and socially responsible community that supports an equitable and just future for California and the global community. Every member of our district contributes to a dynamic instructional and learning environment that fosters student engagement, equal opportunity, and innovation in meeting the various educational and career goals of our diverse students. Foothill-De Anza is driven by an equity agenda and core values of integrity, inclusion, care for our students' well-being, and sustainability.

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JOB SUMMARY

The Applications Support Analyst II focuses on web development and system integration for enterprise applications. Key responsibilities include coding with React/Node.js, Java, Python, RESTful APIs, and Oracle SQL. The role also involves integrating systems such as the District/College Portal system and Content Management System, as well as supporting Single Sign-On (SSO). Additionally, the analyst is responsible for troubleshooting issues, optimizing software performance, and collaborating with teams and vendors to ensure smooth operations and provide user support.

DEFINITION

Under general supervision, performs applications system support, maintenance, and modification of departmental and District enterprise-wide software application(s); identifies end user system requirements and evaluates software packages; designs, codes, tests, and documents software applications; trains and assists end users in implementing new applications; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned ETS Supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Applications Support Analyst I: This is the entry-level class in the Applications Support Analyst series. Employees at this level perform routine to moderately complex duties related to defining, developing, and implementing new software systems and enhancements to existing software systems, as well as maintaining systems. Employees receive occasional instruction and assistance. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the II level and exercise less independent discretion and judgment in matters related to work procedures and methods. As experience is gained, incumbents gain full knowledge of concepts, practices, procedures, and policies of assigned function and assignments become more varied and are performed with greater independence.

Applications Support Analyst II: This is the journey-level class in the Applications Support Analyst series responsible for the maintenance, modification, implementation, and process customization of and training for mission critical, enterprise-wide software application(s), as well as participating in or providing technical direction for assigned initiatives or projects. Responsibilities require the use of tact, discretion, and independent judgment and to have full and thorough knowledge of the concepts,

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practices, procedures, and policies of assigned function. This classification is distinguished from the Applications Support Analyst III by the complexity and size of the applications supported and the amount of discretion exercised over problems and resolutions.

Applications Support Analyst III: This is the advanced journey-level class in the Applications Support Analyst series responsible for the maintenance, modification, implementation, and process customization of and training for mission critical, enterprise-wide software application(s), as well as participating in or providing technical/analytical direction and support for assigned initiatives or projects; assist in solving problems or establishing process redesign improvements requiring analysis of unique issues or problems without precedent and/or structure. Incumbents serve as technical lead for assigned projects. This classification is distinguished from the Applications Support Analyst, Senior as the latter is based on advanced technical complexity and size of the applications supported and the amount of discretion exercised when solving problems and developing resolutions and work is performed within a broad framework of general policy requiring resourcefulness to accomplish goals and objectives, applies concepts, plans, and strategies which may deviate from established methods and practices, and regularly leads projects.

Positions at the **II-level** and III-level are normally filled by advancement from the I-level and **II-levels** after two years; progression to the **II-level** and III-level is automatic unless there is documented non-satisfactory work performance. When filled from the outside, the employee is required to have at least three years of prior related experience that allows the employee to meet the qualification standards for the **II-level** and III-level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

1. Performs software applications research, development, conversion, installation, and maintenance projects, including planning, organizing, and defining project requirements, methods, and end objectives in consultation with end users; coordinates project activities with team members, other section staff, user representatives, and outside vendors.
2. Interviews, analyzes, and documents end user work processes and systems requirements; conducts systems walk-throughs and technical reviews; develops or refines system specifications, including evaluating and testing vendor software packages for conformance with user requirements and priorities.
3. Stays abreast of new trends and innovations in technology related to District operations; researches, recommends, and evaluates vendor solutions and technologies; implements improvements; works with staff to maintain, revise, or improve operations and systems.
4. Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.

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5. Prepares feasibility studies, cost and benefits analyses, product evaluation, requirement specifications, designs, and other analyses and documentation.
6. Reviews, analyzes, streamlines, and documents business processes and relates them to application software; prepares recommendations for procedural and operational modifications to optimize internal and customer workflows.
7. Develops and implements automated processes, scripts, triggers, specialized views, and reports in response to user needs.
8. Designs methods to import/export data for analysis and performs comparative analysis of data from dissimilar applications.
9. Utilizes existing systems and programs to design and code new and modified programs for data processing.
10. Resolves and/or troubleshoots application-related issues over the phone or remotely.
11. Develops and executes system test plans for user acceptance, stress, unit, and system testing to ensure application performance conforms to specifications; modifies programs to correct errors and optimize system performance and cost-effectiveness.
12. Participates in designing and implementing application enhancements while ensuring adherence to standards and procedures for client/server system development, database access, web-based development, change control, and reporting.
13. Assists in developing software and systems to optimize performance of relational database systems, client/server application access, and enhance and support of web applications accessing relational databases.
14. Responds to and resolves software users' inquiries and complaints and escalates problems or issues to vendor representatives as needed.
15. Prepares training materials and conducts formal and informal training programs on the use and operation of the application system software.
16. Develops and recommends comprehensive standards, policies, procedures, and technical documentation.
17. Consults with supervisors regarding information technology related issues, needs, and services; conducts special research assignments, gathers data, and prepares reports for consideration by management or special committees.
18. Provides updates, status, and completion information to staff and/or users via voicemail, email, or in-person communication.
19. Performs other duties as assigned.

QUALIFICATIONS

Incumbents at the Applications Support Analyst I level may exercise some of the knowledge and

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abilities listed below in a learning capacity.

Knowledge of:

1. Principles of computer systems, applications, software and infrastructure, including application development methods, techniques, principles, and practices; principles of operating systems including Linux OS administration.
2. Various programming languages such as Java, Python, NodeJS, PL/SQL, Oracle DB, Javascript, HTML, CSS, and Bash.
3. Data processing management and general administration practices and techniques.
4. Operating characteristics, capabilities, capacities, and limitations of computer related peripheral equipment.
5. Data management theory, principles, and practices and their application to a wide variety of services and programs.
6. Principles and practices of application development lifecycle and project management.
7. Modern and complex principles and practices of computer systems management, analysis, design, and maintenance.
8. Techniques and methods of system evaluation, implementation, and documentation.
9. The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
10. Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
11. Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
12. Principles and procedures of record keeping.
13. Modern office practices, methods, and computer equipment and applications related to the work.
14. English usage, spelling, vocabulary, grammar, and punctuation.
15. Techniques for providing a high level of customer service by effectively dealing with vendors and District staff.

Ability to:

1. Conduct research on applications issues, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
2. Participate in design sessions and process improvement sessions; provide sound

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- recommendations and technical input.
3. Code, configure, manage, and maintain assigned system(s) and integrate to meet business needs independently without vendor support.
 4. Coordinate and plan applications development, enhancement, and maintenance projects.
 5. Research, develop, and recommend cost-effective technical system improvements.
 6. Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
 7. Analyze and troubleshoot any software issues and use logic to solve the problem.
 8. Establish and maintain a software system update and maintenance schedule.
 9. Write system procedures.
 10. Learn and understand the organization, operation, and functions of the department as necessary to assume assigned responsibilities.
 11. Interpret, and apply applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
 12. Operate modern office equipment including computer equipment and specialized software applications programs.
 13. Establish and maintain a variety of filing, record keeping, and tracking systems.
 14. Organize own work, set priorities, and meet critical time deadlines.
 15. Use English effectively to communicate in person, over the telephone, and in writing.
 16. Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
 17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:
Applications Support Analyst I, II and III: Equivalent to graduation from an accredited four-year college or university with major coursework in management information systems, computer science, or a related field,

AND



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Applications Support Analyst I: One (1) year of experience in applications analysis, design, and development specific to the specialty area assigned which includes Financial, Human Resources, Payroll, and/or Administration; Enterprise; Online Content or Collaboration; and/or Mobile Applications.

Applications Support Analyst II: Two (2) years of responsible experience in applications analysis, design, and development, equivalent to an Applications Analyst I at the District, and specific to the specialty area assigned which includes Financial, Human Resources, Payroll, and/or Administration; Enterprise; Online Content or Collaboration; and/or Mobile Applications.

Applications Support Analyst III: Four (4) years of progressively responsible experience in applications analysis, design, and development, equivalent to an Applications Analyst II at the District, and specific to the specialty area assigned which includes Financial, Human Resources, Payroll, and/or Administration; Enterprise; Online Content or Collaboration; and/or Mobile Applications.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances

APPLICATION PACKET:

1. A District on-line application on <http://hr.fhda.edu/careers/>. *In the application, you will provide information, which demonstrates your understanding of, sensitivity to, and respect for the diverse

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academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff. Additionally, you will be asked to explain how your life experiences, studies or work have influenced your commitment to diversity, equity and inclusion.

2. A cover letter addressing your qualifications for the position.
3. A current resume of all work experience, formal education and training.

If any required application materials are omitted, the committee will not review your application. Items not required (including reference letters) will not be accepted. For full-consideration, all application packets must be received by 11:59 pm on the closing date.

Please allow yourself ample time to complete your application and resolve any technical difficulties that may arise with your submission. We do not guarantee a response to application questions within 48 hours of the closing date. You may also visit our "Applicant Information" to assist with technical difficulties at: <http://hr.fhda.edu/careers/a-applicant-instructions.html>

CONDITIONS OF EMPLOYMENT:

Position: Full-Time, Permanent, 12-months per year

Starting date: As soon as possible upon completion of the search process.

Excellent benefits package which includes medical coverage for employee and eligible dependents, dental, vision care, employee assistance program, long term disability, retirement benefits and basic life insurance. For information on our benefits package that includes medical for employees and dependents, visit our web site: <http://hr.fhda.edu/benefits/index.html>.

Persons with disabilities who require reasonable accommodation to complete the employment process must notify Employment Services no later than the closing date of the announcement. The successful applicant will be required to provide proof of authorization to work in the U.S. All interviewing costs incurred by applicant are the responsibility of the applicant.

For more information about our application process contact:

Employment Services

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12345 El Monte Road

Los Altos Hills, California 94022

Email: employment@fhda.edu

<http://hr.fhda.edu/>

To apply, visit <https://fhda.csod.com/ux/ats/careersite/4/home/requisition/1832?c=fhda>

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Staff

Foothill-De Anza Community College District

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