CLASS TITLE:	**SENIOR APPLICATIONS DEVELOPER/ANALYST**	**CLASS CODE: 0094**
DEPARTMENT:	**GENERAL SERVICES**	**FLSA STATUS: N**
REPORTS TO:	**INFORMATION SERVICES NETWORK MANAGER**	**DATE: 7/07**
CIVIL SERVICE:	**YES**	**BARGAINING UNIT: SEIU**

JOB SUMMARY:

Under direction, leads and performs professional information technology work pertaining to the development, design, programming, testing, implementation, modification and maintenance of computer programs and applications across multiple platforms and technologies; serves as a lead worker in the assigned work unit, assigning, directing and monitoring the work of subordinate professional, technical and other staff on a regular or project basis; performs the most complex professional support and administration of assigned programs, applications, which may include administration of one or more highly complex databases; troubleshoots, researches and resolves difficult and complex application problems; and provides advanced professional technical support for users, including help documentation and instructions.

DISTINGUISHING CHARACTERISTICS:

This is the advanced level class in the Applications Development Analyst series. Positions in this class are allocated to the Information Services Division within the General Services Department. An incumbent typically serves as a lead worker in his/her assigned area as well as providing advanced professional expertise and leadership over applications development and related functions. Incumbents may perform the most difficult professional applications development, analysis and administration work including complex database administration. Consistent with an advanced level professional class, duties are performed under direction, with only occasional instruction or assistance as when new or unusual situations arise.

SUPERVISION EXERCISED:

Incumbents in these classes do not provide direct supervision over others, but typically exercise indirect (lead) supervision over subordinate professional, paraprofessional, technical, clerical and other staff on a regular basis.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Coordinates and leads activities pertaining to the planning, designing and development of new software applications using a variety of operating systems and modern computer languages in order to improve County business systems; serves as a lead worker over subordinate professional, technical and other staff by assigning, directing and monitoring their work on a regular or project basis.
- Provides advanced database administration for one or more County-wide enterprise databases; serves as the primary liaison with the vendor for implementation, development and maintenance; creates scripts to improve database function and integration; monitors system storage and performance; sets parameters for optimal function; coordinates upgrades and testing processes.
- Leads the design, creation and implementation of programming work plans; directs and performs program testing; analyzes, troubleshoots and resolves performance, integrity, security, access and other issues/problems.
- Leads application customization and modification activities; personally works on the most complex application issues; investigates, analyzes and corrects operational problems to ensure the smooth operation of specific applications systems.
- Plans and leads application development projects, including large and complex projects; interviews users to analyze client needs; gathers user information in order to define business requirements; develops complex project technical criteria, software configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.
- Creates and presents development proposals to customers using diagrams and documentation.
- Examines manual and/or older systems to identify functionality issues; establishes integration points between software applications.
- Researches and performs complex integration of software packages into existing County applications using current technology to improve the business model; creates and demonstrates application prototypes for discussion with users; solicits and documents feedback; makes design corrections; ensures proper interfaces with other systems, including

electronic interfaces where applicable.
- Coordinates and performs complex programming and design work pertaining to the County's Internet/Internet websites.
- Provides applications-related training to end-users, employing a variety of software and methodologies to create instructional presentations; organizes and coordinates meetings to inform and instruct groups and/or individuals regarding custom software.
- Ensures appropriate software-based database security.
- Provides advanced professional support for users regarding complex applications issues; resolves difficult technical problems; communicates with department managers and staff regarding issues.
- Develops recommendations for, and plans the selection, acquisition, deployment and upgrading of, applications and programming tools as assigned.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed.
- Develops and maintains software documentation and user instructions.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform systems and network analysis as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:
A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field AND four years of progressively responsible professional information technology experience that emphasized the development, enhancement and maintenance of programs, applications and related systems, including two years at a journey level. An equivalent combination of education, training and experience may also be qualifying.

Licenses and Certifications:
A valid California driver's license is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:
- Advanced methods and techniques of application analysis, inter-relationships, design, implementation, integration, programming, testing and debugging.
- Advanced database design, data access, computer operating systems and office automation products.
- Advanced programming and scripting languages.
- Advanced data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Principles and practices of leadership and employee motivation.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:
- Creating, modifying, testing and implementing complex applications using programming languages, database services, middleware services, Web services and office automation services.
- Administering large and complex databases in support of broad enterprise components.
- Leading and motivating subordinate employees, including professional staff.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Mental and Physical Abilities:
- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

Working Conditions:
- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, and/or holiday work.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.