



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: APPLICATIONS ANALYST

BARGAINING UNIT: CIV MANAGEMENT CODE NUMBER: 0235

PAY RANGE CODE: 18.3 MC REVISION DATE: 6/29/17

NATURE OF WORK:

This is technical work in the support, implementation, documentation, development, installation, maintenance and upgrade of department/division specific computer systems. It involves investigating user needs and searching the marketplace to find software solutions that will meet those needs at the lowest cost. It involves gathering functional and technical information for bid specifications for the software items chosen. The work also involves training users to use the new or existing functionality. An incumbent in this classification exercises independence in the performance of duties and receives general guidance from a supervisor.

ESSENTIAL FUNCTIONS: *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Provides technical support for either in-house developed or Commercial-off-the-Shelf (COTS) software applications including isolating, diagnosing, and resolving software problems by performing root cause analysis, installing patches and upgrades, and designing, creating, and maintaining custom reports.

Develops and executes test plans and documents test results for new software deployments and software modifications, including coordinating user acceptance testing. Develops user procedures, guidelines, and documentation; trains employees on new processes/functionality; trains new system users.

Determines the feasibility of upgrading or converting legacy systems to more suitable computing platforms.

Develops, designs, tests, and deploys custom interfaces for end users. Designs code and tests business intelligence and reporting solutions for end users. Writes, maintains, and supports a variety of reports or queries utilizing appropriate reporting tools; assists in development of standard reports for ongoing departmental needs; manages data integrity in systems by running queries and analyzing data.

Interviews computer users and prospective users to gather and organize functional and business requirements for new software solutions and the extension of existing solutions.

Works as liaison with DOT.Comm personnel, IT service providers, and representatives from other City departments to interface data, exchange data, evaluate services, troubleshoot problems, and develop reports for end users and other customers.

Searches offsite resources for information not located in resident systems.

Maintains contact with software manufacturers and vendors; maintains knowledge of current technologies through research, periodicals, vendors, user groups, and other resources.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of department specific processes and procedures for assigned department/division.

Knowledge of technical report writing using various tools (i.e., MS Access, Adobe, Crystal Reports, Oracle ADI, and Discoverer) to enable reporting as required.

Knowledge of MS Access, tables, query tools, import/export specifications, macros, modules, reporting and basic SQL language, as well as HTML, Java and JavaScript, .Net, web utilities and tools, and web browsers.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Skill in the detection and timely resolution of software problems.

Skill in researching short-term software needs of the department/division and to plan for the accommodation of those needs.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to convert technical program or system design specifications into application or system software (custom solution), or evaluating and utilizing previously developed application or system software (package solution) that is maintainable, well documented, and satisfies a business need.

Ability to analyze business processes and system technologies in order to develop, incorporate, and enhance systems and processes to meet department/division requirements while staying informed of emerging technologies.

Ability to perform assignments with accuracy and attention to detail; to implement decisions, recognizing precedents and practices.

Ability to prioritize and balance multiple tasks with stringent deadlines.

Ability to troubleshoot system/application related issues and determine appropriate and effective solutions.

Ability to adhere to and understand project timelines, functional and technical specifications, requirements, documentation, test scripts, issues logs, database files, and tables.

Ability to configure browser settings in support of web facing software applications.

Ability to write database scripts, queries, and stored procedures. Ability to write program interfaces, data extracts, and custom reports.

Ability to create, modify, implement, and/or execute unit and system test plans/scripts to test the performance of an application to determine changes in functionality. Ability to develop, explain, and implement new processes and to make changes as needed.

Ability to train others in the operation of computers, accompanying software, and other equipment pertinent to electronic data processing and record keeping.

Ability to translate technical terms and concepts in language that the non-technically oriented can understand.

Ability to perform basic mathematical computations to include addition, subtraction, multiplication, and division.

Ability to establish and maintain effective working relationships with City employees, DOT.Comm staff, contracted IT staff, and the public.

Ability to understand written or oral instructions.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to stand, walk, sit or type up to 50% to 75% of the time; and to reach, balance, bend, stoop, squat, or lift up to 25% of the time.

Ability to use up to ten (10) pounds of force to move objects up to 25% of the time, and lesser amounts from 26% to 75% of the time.

EDUCATION AND EXPERIENCE: *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

Bachelor of Science degree in Computer Science, Management Information Systems, or a related field

AND

Two (2) years of experience in the support, installation, maintenance, and administration of a COTS or in-house developed business application or software application

OR

An equivalent combination of education and experience.

SPECIAL QUALIFICATIONS

Must be able to transport oneself or coordinate transportation to work sites throughout the City during the course of the work day.

WORKING CONDITIONS: *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed primarily in an office setting amid normal conditions of dust, odors, fumes, and noises.

EQUIPMENT OPERATION: *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Computer and Attached Hardware
Computer Software Packages
Printer/Multi-Function Printers

Printer
Facsimile Machine
Scanner

Copier
Telephone

Previous Revision Date(s): 4/19/94
9/26/02
11/29/12
3/28/13
6/29/17