



**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT
POSITION DESCRIPTION**

POSITION TITLE:	Information Technology - Applications Analyst I	
JOB CLASSIFICATION:	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential
	<input type="checkbox"/> Administrator - Classified	<input checked="" type="checkbox"/> Classified
	<input type="checkbox"/> Faculty	
RANGE:	40	
HOURS PER DAY:	Up to 8	
HOURS PER WEEK:	Up to 40	
MONTHS PER YEAR:	Up to 12	
REPORTS TO:	Director of Information Technology or designee	

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

Under the direction of the assigned supervisor, participate in a variety of activities involved in the planning, analysis, design, development, modification, maintenance, and implementation of Information Systems software and applications. Assist with data analysis to assure accurate reporting and data integrity. Perform standardized and ad-hoc query and reporting functions. As an administrative applications expert, assist in ensuring the effective utilization of the College's software applications and information systems by working with the District's various business units in defining operational requirements, procedures and enhancements that improve operational efficiencies.

TYPICAL DUTIES

Examples of typical duties are descriptive in and not restrictive in nature.

- Work with assigned departments to analyze business processes and implement technology solutions to automate business processes and workflow; participate in meetings to define and document business process requirements; research, recommend, develop and deploy enhancements to improve business efficiencies.
- Serve as a resource on process/functionality issues for enterprise systems. Assist users in functional areas to understand and apply system processes and provide subject-matter expertise to internal and external clients as required.
- Develop queries and reports to meet the standard and ad-hoc reporting needs of users. Work with users on defining reporting needs and data analysis.
- Oversee and participate in a variety of project development activities including but not limited to planning, analysis, design, programming, development and modification of assigned computer systems, software, applications and databases
- Collaborate with departments to determine desired report content and parameters. Perform required analysis to ensure data extracted from the enterprise data repositories is accurate and meets the business needs
- Prepare and implement training programs in the use of new and existing applications including information systems, portal, web and administrative software applications.

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- Develop and maintain technical specifications, user manuals, technical bulletins and other related user documentation.
- Independently initiate and coordinate operational and system improvements to increase efficiencies and ease of use administrative applications.
- Creating, updating, and modifying user accounts for campus wide systems.
- Perform functional configurations and maintenance for enterprise systems based on changing operational and business needs
- Identify, test and maintain system and database updates and corrections. Provide district-wide support, training and regular updates to all users on changes, fixes and work in progress.
- Review and recommend revisions to all documentation to assure auditing standards and guidelines are met.
- Remain current concerning advancements in the field of information systems, peripheral equipment and related supplies.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS*Knowledge of:*

- Enterprise resource planning systems concepts and products.
- Collection and organization of pertinent data and information.
- Principles of database structure and design.
- Operations, equipment, procedures and formats used in information processing.
- Microsoft Office Suite.
- SQL Programming.
- Reporting design and delivering reporting solutions.
- Principles, practices and techniques of training and providing technical instructions.
- Basic elements of documentation preparation.
- Record-keeping techniques.
- Oral and written communication skills.
- Correct English usage, grammar, spelling, punctuation, vocabulary.
- Applicable sections of State Education and other codes, laws, regulations and policies related to specialty area.
- Interpersonal skills using tact, patience and courtesy.

Ability to:

- Operate information systems software and hardware.
- Diagnose, resolve and document information system problems.
- Develop SQL statements, procedures and functions.
- Prepare, implement and present training programs.
- Understand the requirements and act upon requests from faculty, staff and administrators for information systems support.

POSITION DESCRIPTION

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- Develop in-depth knowledge and understanding of systems capabilities, end-user’s information needs and underlying business practices
- Manage multiple priorities, follow project plans and meet project timelines.
- Establish and maintain regular communications with users.
- Remain current concerning advancements in field of specialization.
- Design, prepare and edit manuals and procedures.
- Exercise critical thinking skills in analyzing and interpreting data.
- Accurately interpret institutional policies and procedures.
- Learn department and program objectives and goals.
- Plan and organize work.
- Establish and maintain cooperative and effective working relationships with others.
- Communicate effectively both orally and in writing.
- Analyze situations accurately and adopt an effective course of action.

QUALIFICATIONS

Education/Experience Required:

- AA/AS degree with a major in information technology or business or other related major preferred. BS or BA degree desirable.
- Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. Typical experience would be two years of increasingly responsible experience performing duties comparable to those assigned to a Computer Applications Specialist.

Desirable Education/Experience:

- Ellucian/Colleague applications experience.
- SQL database and/or query knowledge.
- Financial, Human Resources, Payroll, Curriculum, Student Support systems background.
- Demonstrated strong interpersonal communications skills.

APPROVALS

Date Created/Revised: 9/2012 / 4/2017
Cabinet Reviewed: 4/18/2017
Board Approved: 9/2012 / 10/11/2017

The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)