# ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

**TECHNICAL ANALYST**                                                                      **Salary Range 17**

**BASIC FUNCTION**:
Under the direction of an assigned divisional or departmental supervisor, responsible at varying levels for the analysis, modification, and maintenance of application programs and software solutions including databases to meet user and organizational information needs.  Position is responsible for research and analysis of data using multiple platforms to provide statistical data for program area development.  Position uses program area functional expertise to formulate solutions to procedural challenges.  Positions in this classification may reside in Information Technology Services or in other campus departments or divisions. Performs other related duties as may be assigned.

**REPRESENTATIVE DUTIES**:     *E = indicates essential duties of the position*
- Analyzes user system and application needs, determines and evaluates solutions and approaches to meeting those needs and selects the optimal solution. (E)
- Consults with users to identify and document software/systems needs, work flow issues and reporting output needs. (E)
- Develops, designs and researches solutions for user needs. (E)
- Evaluates and troubleshoots software processes and programs. (E)
- Coordinates with ITS to ensure system integrity and efficiency through system testing. (E)
- Coordinates with ITS to design application programs to meet user requirements that optimize the use of available resources. (E)
- Coordinates with ITS to design and develop user-friendly interfaces to systems, applications and databases. (E)
- Recommends modifications to software to meet user needs. (E)
- Acts as liaison between users, ITS and software vendors. (E)
- Applies consultative skills to assess user needs and communicate technology systems and solutions. (E)
- Researches and evaluates the functionality of vendor software to meet user needs. (E)
- Verifies, formats and reviews data acquisition and output media to ensure accuracy of information generated for State mandated reports. (E)
- Develops implementation plans for utilizing/updating existing and new system processes. (E)
- Creates, maintains and distributes documentation and data dictionary for training users to ensure accurate and efficient use of software programs. (E)
- Coordinates with administration, ITS and department to establish and administer policies and standards for procedures for strategic planning, data analysis and data element standardization
- and for department. (E)
- Coordinates with ITS and various departments to monitor, analyze, verify data and make corrections to ensure data integrity. (E)
- Identifies and coordinate with ITS to resolve software/hardware interface problems, data requirements and access methods. (E)
- Interviews and selects student assistants and other part-time support staff; trains and oversees hourly and student workers; assigns and directs work and instructs such assistants in work procedures. (E)
- Researches and analyzes data using multiple platforms to provide statistical data for program development. (E)
- Writes and performs queries and data analysis. (E)
- Provides information regarding program requirements. (E)
- Interprets policies, rules and procedures. (E)
- Attends meetings and conferences for purposes of enhancing knowledge base on information technology system. (E)

- Performs other related duties as may be assigned.

**EDUCATION AND EXPERIENCE**:  Any combination equivalent to: graduation with an Associate's degree, preferably in computer science or business, or equivalent training and three years of applied experience. A basic foundation of knowledge and skills in applications database and system / data analysis is necessary. Foundation knowledge and skills may include standard systems analysis techniques and specialization in a specific department or area.

**KNOWLEDGE OF:**
Formal data flow analysis methodologies.
Campus-defined systems, applications and standards.
System/equipment capability, design restrictions and security requirements.
Network connectivity, integration, configuration and protocols.
Integrated systems including operations systems, applications and databases.
Client/server technologies.
Technical and vendor documentation for database systems and related programs.
Data structure design, relational database design and file structures.

**ABILITY TO:**
Identify hardware/software problems.
Maintain current knowledge of program requirements, regulations and restrictions.
Communicate effectively.
Work confidentially with discretion.
Meet schedules and time lines.
Complete work with many interruptions.
Establish and maintain cooperative and effective working relationships with others.
Maintain records and prepare reports.
Understand and follow oral and written directions.
Use database tools to generate reports and perform data analysis.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES**:  Provides work direction to student and hourly workers as assigned.

**CONTACTS**: Co-workers, other departmental staff, IT programmers, and vendors.

**PHYSICAL EFFORT:**
Requires the ability to exert some physical effort, such as walking, standing and light lifting.
Minimal dexterity in the use of fingers, limbs and body in the operation of office equipment.
Tasks require extended periods of time at a keyboard.

**WORKING CONDITIONS**:
Normal office environment.