CITY OF CITRUS HEIGHTS

SENIOR DATABASE AND APPLICATIONS ANALYST

DEFINITION

To perform a variety of advanced technical information technology support duties which include overseeing and implementing highly technical information technology functions such as Enterprise Resource Planning systems, relational databases, and related applications; to perform the more difficult advanced activities related to the implementation, modifying, integration and maintenance of City-wide and department specific software applications; and to act as an advisor to user departments, analyzing business processes and making recommendations regarding new software and software modifications; and perform related work as required.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class within the Database and Applications Analyst series. This class is distinguished from the other classes within the series by the performance of the full range of duties as assigned, the level and complexity of duties assigned, and by the degree of independence allowed to operate and make decisions in performing the assignments. Employees perform the most difficult and responsible types of duties assigned to classes within this series. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility and are expected to act as a lead and train staff including assigning and monitoring work.

SUPERVISION RECEIVED AND EXERCISED

- Receives direction from an assigned supervisor.
- Exercises technical and functional supervision over professional and technical staff.

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

- Plan, prioritize, and perform complex duties in support of the implementation, maintenance, modification, testing and integration of applications and relational databases.
- Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner and meet the needs of the department and end users.
- Perform installation and configuration duties and related data migration, conversion and maintenance and extraction work; implement and maintain databases, database tables and database objects; develop database scripts as needed for assigned systems.
- Provide project management for major and/or complex system installations and application migration efforts; develop and guide project timelines; provide detailed project objectives, system requirements and business process analysis.
- Facilitate testing, training and rollout of new or modified systems; assist departments in defining requirements for proposed business applications; review analyze and evaluate business applications and user needs; translate business objectives into application requirements.

- Provide expertise in the use of business applications; identify application problems and solutions through application modifications, business process changes and/or new software applications and products.
- Participate in strategic planning efforts with respect to improving information technology service delivery.
- Coordinate and monitor information technology operational systems for the City including analyzing, diagnosing, maintaining, and troubleshooting assigned system areas such as applications, operating systems, and database systems.
- Perform complex configuration, modification, testing and implementation of vendor software; develop, coordinate and implement plans to test business and functional processes during system development and quality assurance testing.
- Research available technologies; assist in the development and administration of Request for Proposals to acquire applicable departmental programs or systems from vendors to meet the identified departmental needs; perform cost/benefit analysis; evaluate and recommend solutions related to the program assigned; manage and execute installation upgrades and system patches; track problems and requests for system enhancements and equipment upgrades and resolve problems as they occur.
- Act as team leader and/or technical specialist for large, sensitive, broad based and often City-wide information technology projects.
- Serve as a trainer for staff regarding new procedures and software applications; demonstrate the software application systems; prepare written procedures and training materials for staff.
- Develop, maintain and administer City security systems and methodologies; maintain confidentiality of information.
- Plan and coordinate the activities and work priorities of assigned area; monitor project schedules and work requests; coordinate with customer department management and staff; report project status to management; and prepare internal and external project reports.
- Research and prepare highly technical and administrative reports; prepare written correspondence.
- Answer questions and provide information to personnel of customer departments; analyze questions and recommend appropriate corrective action as necessary.

- Provide budget recommendations and assist in budget preparation and administration; prepare cost estimates for budget; monitor and control expenditures.
- Train, lead and provide technical guidance to professional and technical staff as assigned.
- Provide follow-up on open trouble calls to customers and management; meet with customers to understand their business needs and issues.
- Answer questions respond to end-user requests in a timely manner; and provide information, assistance and training to personnel and departments on technology-related issues.
- Keep abreast of technology advancements; develop and present training to staff on relevant technology related information, new equipment, program upgrades, and other upcoming changes.

- Prepare and maintain documentation and instructions; maintain and update manuals, codebooks, templates, web pages and related documents; and, follow recommended protocols and procedures.
- Assist in education and enforcement of the City's information technology policies; serve as positive role model with regard to information technology policies; communicate with Information Technology Manager regarding questions or concerns about City policies by end users.
- Schedule and provide coverage for on-call assignments.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS
Knowledge of:
- Advanced principles and practices of information technology systems, systems analysis, programming, and application documentation.
- Databases, networks, servers, and operating systems.
- Project management methodologies.
- Principles and practices of business systems analysis.
- Effective report writing, documentation and research for highly complex technical work.
- Principles and practices of good team building, team leadership and conflict resolution methodologies.
- Advanced budgeting procedures and techniques related to complex project work.
- Advanced principles and practices of business office automation and information technology, including database administration or applications support as assigned.
- Principles and practices of project management and work flow analysis
- Common application programming languages.
- Principles and practices of application systems and procedures analysis and design.
- Principles and practices of good customer service.
- Advanced principles and practices of systems and procedures analysis and design.
- Standards and protocols for data communications and methodologies for data base management.
- Troubleshooting techniques used in resolving operational problems with computer software.
- Pertinent local, State and Federal laws, ordinances and rules. Principles and practices of work safety.

Ability to:
- Plan, organize and coordinate the implementation, modification and maintenance of major business systems applications.
- Develop and manage major projects related to business systems applications, including establishing and maintaining schedules.
- Monitor performance of various operating systems; develop and modify operating systems and database scripts; document system methods and changes.
- Train multiple team members in the use of complex technical equipment and software.
- Lead, coordinate and track activities of numerous agencies and departments participating in projects.
- Lead, train, assign, schedule and review the work of staff as assigned.
- Develop and recommend policies and procedures related to assigned projects. Manage meetings effectively.
- Diagnose problems of the most complex nature.
- Work independently researching and proposing solutions to technical problems of the most complex nature.
- Effectively work with City employees from multiple departments, with contract employees and outside vendors to complete information technology projects.
- Conduct analysis of alternatives; develop and review a technical support plan; write computer programs to meet department-specific needs for internal and external users, including database programs, in accordance with established standards and practices.
- Analyze and define problems, identify appropriate alternative solutions, project consequences of proposed actions and coordinate and implement recommendations in support of goals.
- Interpret and explain pertinent City and Department policies and procedures. Maintain confidentiality of information.
- Maintain and update highly technical and complex manuals, codebooks and computer control tables.
- Prepare and maintain documentation for systems procedures, such as network applications troubleshooting, backup and recovery procedures.
- Operate a personal computer with proficiency and familiarity to effectively to produce highly complex, technical, professional reports, charts, spreadsheets and other documents and to maintain databases and records.
- Communicate clearly and concisely, both orally and in writing, including in communicating technical terminology or options into language understandable to management and employees.
- Utilize time management skills and multi-tasking capabilities.
- Work scheduled and emergency overtime; be available for call back, as required; and to change work periods and workdays dependent on operational requirements of the City.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.

- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:
Two years of increasingly responsible journey level experience implementing, modifying, and maintaining Enterprise Resource Planning systems and large relational databases, that including business analysis similar to Database and Applications Analyst with the City of Citrus Heights.

Training:
Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, business administration, or a related field. Two years of relevant technical work experience or relevant certifications may be substituted for two years of the required education.

License or Certificate:
- Possession of, or ability to obtain, a valid California driver's license and proof of automobile liability insurance are required.
- Microsoft SQL certification is desirable.

PHYSICAL/SENSORY REQUIREMENTS
On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift heavy weight, depending on assignment area.

File:	Senior Database and Applications Analyst
FLSA:	Non-Exempt
Created:	November 14, 2019
Revised:	