



## DATABASE AND APPLICATIONS ANALYST

### DEFINITION

To oversee and implement highly technical information technology functions including database management and applications support; to identify database and application needs; to manage large, complex projects; perform highly technical and complex work on installing, managing, and securing relational database systems implemented in the City; act as an advisor to user departments in order to maintain existing databases and develop future database applications; and perform related work as required.

### 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:

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.

Conduct systems analysis; develop business requirements; design functional specifications; write source code; test application; implement application to appropriate users; prepare system, user and code documentation.

Act as team leader and/or technical specialist for large, sensitive, broad based and complex projects affecting many users, departments and outside organizations; coordinate the activities of

City and contract personnel through all phases of information technology projects; plan, guide, and track information for technology projects.

Perform software and hardware installs of a more complex nature.

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.

Manage, coordinate and implement department web projects; perform web development and project management including database coordination; conduct web security technical patch analysis; perform web technical incident response planning and handling including security disaster recovery; perform web technical quality assurance, web utility scripting and coding, Internet technical liaison (webmaster functions), and web site technical analysis and portal management; perform trend tracking; act as web technical trainer.

Coordinate information technology activities of City departments, division staff, and/or vendors, consistent with project plans; identify and resolve obstacles to progress, prepare for and manage delivery and installation.

Assist in defining customer needs; coordinate information system activities with users; assist in the assessment of output requirements, data processing schedules, volume of transaction data and other factors to determine the level and type of computer information system support required; evaluate operations and activities of customer support; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in the analysis, diagnosis and correction of important, complex problems with existing computer applications with vendor or Information Technology; analyze vendor solutions to project objectives; and resolve issues between staff, vendors and customers.

Develop, maintain and administer City security systems and methodologies; maintain confidentiality of information.

Assist in planning and coordinating 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:

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:

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.

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.

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 work days 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.

### 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:

Three years of increasingly responsible experience working with large relational databases.

#### 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.

### Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair

Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

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<b>FLSA:</b>	Non-exempt
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