

Applications Technical Analyst

Issued 1/1/04

Application Technical Analyst	PN350	Salary Sch: IP, SG 13	EEO Code: 50	FLSA: non-exempt
Applications Technical Analyst – Senior	PN351	Salary Sch: IP, SG 14	EEO Code: 50	FLSA: non-exempt
Applications Technical Analyst – Lead	PE335	Salary Sch: IP, SG 15	EEO Code: 50	FLSA: exempt
Union: P&A Union, Local 1979, UAW				

Basic Purpose:

Positions in the Applications Technical Analyst job family are responsible for providing high level subject matter expertise (SME) for an assigned application, technology, or system that is identified as critical to the University or customer organization. Incumbents may be the SME for a leading edge application technology with use across the University, a significant aspect of a legacy or enterprise system application, or a series of complex interrelated applications for a major school or department. They are responsible for leading efforts to extend their expertise to other IT professionals, serving as a third-tier resource on complex problems and developing highly complex applications in their area of expertise. The focus of work is on extending their specialized knowledge and expertise within their unit and across the University.

Essential Functions:

The functions within the job family will vary by level and specific assignment but will include the following:

- Provide third-tier, 24 hour support for a major application or technology, including quick problem resolution to production problems;
- Update and maintain information unique to the assigned application to ensure consistency with requirements;
- Serve as a technical liaison with vendors, outside contractors, or University IT staff by providing expertise on assigned application or technology;
- Participate in the design and integration of IT solutions with assigned application, technology, or system and provide guidance on the optimal approach;
- Lead the implementation of enhancements or upgrades to ensure a smooth transition;
- Develop and implement informal and formal training activities to extend expertise to technical colleagues and/or customers;
- Keep abreast of emerging technologies or new applications that could have an impact on the assigned technology or application; and
- Assist management, customers, and other IT staff in planning for future enhancements, applications, and/or upgrades to assigned application or technology.

Comments (Level Descriptions):

The Applications Technical Analyst family has three levels. Because entry into the family requires acquired expertise in the application or technology, this family begins at the career level.

Application Technical Analyst

This is the *career* level in the job family where incumbents are fully qualified to work on all aspects of their assigned application or technology. They provide full coverage for their assigned application or technology and resolve all but the most complex operating or integration problems. Incumbents at this level are the Subject Matter Experts for a major subsystem in an enterprise system, a complex leading edge technology with application in several areas of the University, or for many integrated applications in an assigned department or function. They are the first resource for both customers and technical staff when problems arise or when projects involve integration with their application or use of their technology.

Application Technical Analyst - Senior

This is the *specialist* level in the job family where incumbents provide technical support for a significant portion of an enterprise system or for highly complex applications that require integration with many systems across the University. Alternatively, they may be the Subject Matter Expert for a leading edge technology with applications in a majority of schools and departments throughout the University. At this level, incumbents are expected to resolve all but the most unusual problems with their assigned application or technology and to provide expert assistance in the development of integrated applications and planning for the future.

Application Technical Analyst - Lead

This is the *leadership* level in the family where incumbents provide technical guidance and support for a mission-critical enterprise system or for an application that requires integration with systems outside of the University. Alternatively, they may also be the Subject Matter Expert for a technology with wide use across the University and be expected to design and lead training activities for technical and non-technical staff to spread the technology throughout the organization. Incumbents at this level have a significant role in developing technology plans for the future.

Minimum Qualifications:

- Knowledge of IT tools and technologies typically acquired through several years of experience in systems integration assignments;
- Recognized expertise in the assigned application or technology;
- Skill in solving complex problems quickly;
- Skill in oral and written communication; and
- Ability to work effectively with customers, technical staff, and vendors to resolve problems.
- Demonstrated expertise in the assigned application or technology typically acquired through several years of direct experience in the application or technology;
- Recognized expertise in trouble-shooting and problem resolution;
- Demonstrated ability to work effectively with customers, vendors, and technical staff to resolve problems and assist in the design of integrated applications.