CLASS TITLE: INFORMATION TECHNOLOGY ANALYST/DEVELOPER

BASIC FUNCTION:
Under the direction of the Chief Technology Officer, report to the Applications Manager or assigned team lead for daily tasks and project assignments; design, code, test, document, and train staff on new and existing intranet based applications for moderately complex computer systems. Create, develop, implement and maintain complex, interactive public and internal web applications for various administrative and service areas. Develop and maintain databases which are used for public and staff applications. Assess design and develop complex training for business partners, system administrators and technical coordinators.

REPRESENTATIVE DUTIES:
Perform full life-cycle application development ranging from requirements analysis to deployment for new and existing projects using a variety of development platforms. Define software, hardware and network requirements in support. Recommend solutions to problems related to software design and evaluate options. Integrate legacy systems into new system infrastructure. Provide project management from the design through the implementation of solutions; E

Work with clients to define scopes of the projects, clarify the system specifications and understand their work practices and the nature of the business. Evaluate client requests to determine feasibility, cost and time required, compatibility with current systems and architecture; E

Create examples of the data that the program is designed to process and a similar production infrastructure for testing. Work out what the program should do to the data and test sample data sets to check that output from the program works as intended; E

Assist in evaluating package solutions to meet business needs. Provide support for production business applications including application use, system procedures, problems, malfunctions and other issues. Install and update software on client and server machines. Participate in a rotating on-call schedule; E

Investigate new technologies and evaluate feasibility, need and how to incorporate them into new and existing projects. Present solutions in written or verbal reports; E

Plan, design and implement internet, intranet and other web based systems. Independently design and develop new web applications and support existing sites. Integrate existing and new web applications with existing and new data sources using a variety of web and database technologies; E

Implement and use new internet-based technologies to enhance the presentation, usability and functionality of existing online services; E
Analyze complex technical solutions to identify relevant concerns, to recognize alternatives, to formulate logical conclusions and to communicate these with end-users and management; E

Meet with clients to evaluate business processes and develop requirements for appropriate web resources. Liaison closely with client at the design stage to answer questions. Advising the client on the categories and information needed to construct the site; E

Participate in organization system-wide applications development projects, dialogs and discussions. Create, install, configure, repair and maintain hosted web applications. Assist in maintenance of web site infrastructure for hosted web resources and related web applications; E

Assist in preparation of web strategy and planning. Work with web designers and developers from other organizations to coordinate goals, efforts and maintenance of standards and industry best practices; E

Develop and maintain internet based reporting techniques; E

Provide database development support to application development teams. Understand performance and scalability issues related to working with large datasets. Design reporting related databases and processes. Ensure integrity of data and research and repair anomalies. Development and maintenance of database systems to extract, cleanse, transform, load and maintain data; E

Work closely with project managers. Collaborating in the design and development of databases to meet new user needs and respond to/anticipate technological innovations. Participate in system related dialogs and discussions; E

Control access, performance monitoring and tuning. Identifying and resolving users’ problems. Developing and implementing maintenance procedures. Facilitating and negotiating the increasing demand for access to data – increasingly via an organizations intranet or website. Devising, developing and implementing disaster recovery and archiving procedures. Planning and coordinating database security measures. Liaising with web developers to enable on-line database access and resolve associates problems. Install new applications; E

Provide professional development on operation and use of software systems; E

Operate a variety of computer hardware and software including microcomputers, printer, scanners and various programming languages; E

Conduct professional development needs assessments. Develop systems and methods to communicate and deliver high quality targeted professional development programs to specific audiences with the time and money budgeted. Lead internal and external resources responsible for development of curricula, professional development delivery and organizational change; and E

May 2016
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Create, edit and support communications within IT and with business partner organizations using available and emerging media. Establish course objectives. Research course topics, including working with subject matter experts. Develop and maintain curriculum, including student guides, exercises and online materials. Assist peers in materials review, subject matter feedback and other areas of development. Develop and lead programs and initiatives to improve end user and IT employee training and development tools to increase core competencies and skills within the time and money budgeted.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
- MS Windows scripting, VB, VBA, ActiveX, COM/DCOM, ODBC/OLEDB, MS Access, Crystal Reports, and Code Management System;
- MS SQL Server, advanced T-SQL including complex stored procedures, triggers, functions and cursors;
- Current web application technologies such as: HTML, Javascript, XML/XSL and ASP/ASP.NET or similar;
- Microsoft Windows Active Directory;
- Microsoft Office suite of product and applications and integration solutions;
- The principles, concepts and theories of software development techniques and systems designs;
- Website security issues and solutions;
- Familiarity with RDBMS principles and database design;
- Understanding and experience of Client/Server, cloud-based application services, and network operation;
- Correct English usage, grammar, spelling, punctuation and vocabulary;
- Interpersonal skills using tact, patience and courtesy;
- Principles of professional development and providing direction and assistance to system users;
- In-depth knowledge of professional development disciplines such as job task analysis needs assessment, objectives development, instructional design and course delivery.

**ABILITY TO:**
- Perform complex analysis in the design and implementation of new and existing applications;
- Create and maintain data driven interactive web sites;
- Produce ad-hoc reports to support business needs;
- Administer a web server including setting up multiple sites, site publishing, security and configuration;
- Administer a database server including setting up backups, security and maintenance;
- Install and configure network and computer systems and applications;
- Provide customer service to software users;
- Exercise independent judgment in developing methods and techniques;
- Recognize potential and/or existing problems and analyze and resolve;
- Debug application, database and web processes;
- Establish a detailed program specification through discussion with clients, breaking it down into its simplest elements and translating this logic into a programming language;
- Take direction well and follow project guidelines closely;
- Work frequently within a team (that may be established purely for a particular project) to write a specific section of the program, then coming back together to combine all elements and test the whole program;
- Multi-task and quickly change priorities to meet changing needs;

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Tackle and perform a myriad of responsibilities within dynamic environment;
Provide leadership for the coordination of web design, database and application development
tasks;
Develop materials for multiple delivery formats, including leader-led, CBT and self-paced;
Present course materials to large and small forums;
Lead development teams in the planning and development of course materials;
Learn new programming languages, operating systems, hardware and programming techniques;
and
Demonstrate proficiency in all of the required technologies.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: associate's degree in Computer Science or related field and five-six
years increasingly responsible application, web and database development and administration.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

WORKING CONDITIONS:
ENVIRONMENT:
Office and Technology Services Department environment; occasionally subject to noise from
office and computer operations; subject to driving to VCOE and school district sites to conduct
work; occasionally subject to driving to various sites throughout the state to attend meetings,
conferences and professional development sessions.

PHYSICAL ABILITIES:
Sitting or standing for extended periods of time;
Seeing to observe monitor and to respond to computer malfunctions;
Hearing and speaking to communicate with users;
Dexterity of hands and fingers and repetitive hand or body motions to operate keyboard and
mouse; and
Bending, kneeling or crouching, carrying and lifting to install computer hardware equipment.

Should an applicant require reasonable accommodation, the Ventura County Office of Education
will consider that upon request.