

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Technical Analyst

Unit: Supervisory & Professional

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Job Code: D1821

Original Date: 07/2024

Last Revision: 11/2025

Staff Type: Classified

FLSA status: Exempt

Salary Range: 05

DEFINITION

Under the direction of the Manager, Applications Development, or assigned manager, work with business departments using systems analysis techniques to design and implement systems functional specifications, provide strategic technical guidance to analyze functional gaps and provide fit-gap analysis for business process workflows and configuration; design and develop test plans, and perform program testing and training; develop and maintain ongoing end-user documentation using continuous process improvement (CPI) methodologies; and develop, document, and modify computer programs and systems based on specifications required by the District.

DISTINGUISHING CHARACTERISTICS

This position is responsible for the more complex and difficult aspects of a specific functional configuration area of computer systems and programs and is the lead technical contact for planning, coordinating, and reporting the progress of technical work and projects for end user departments. This position requires considerable knowledge of the District's functional business units and job functions, as well as the technical architecture, security, and data models for its administrative systems. This classification often performs technical lead function, or as a lead liaison between IT and the business/functional unit. It has the authority to make commitments and take responsibility for such decisions related to the specifications required by the District for computer programs and systems, as well as the development, analysis, testing, and modification of computer programs and systems.

EXAMPLES OF DUTIES

1. Act as liaison between Information Technology technical staff and end-user departments to resolve data and application issues, including workflows configuration and integration between systems. Use systems analysis techniques to determine the specifications required by end-user departments for computer systems and programs.
2. Provide clients with functional and technical requirements for computer program and systems fixes and enhancements. Design and develop test plans, coordinate test data, and manage the implementation of software programs and application changes and computer system enhancements.
3. Work with end-user departments to document functional requirements for computer program and system fixes and enhancements and then develop technical specifications for the programming staff.
4. Develop test plans, training materials, and application documentation for end users and technical staff and provide end-user training as necessary.
5. Maintain project plan and task list and provide status reports regularly to managers and end-user departments.
6. Develop a support model and document a closed-loop process to respond to inquiries from primary department of support, end-user departments, and/or external agencies.
7. Maintain effective working relationships with vendors, client administrators, and Information Technology staff and provide training on the subject to ensure work progress and identify as early as possible any issues or impediments that need to be escalated for resolution.

8. Oversee all federal, State, county, city, or business data transfers and reporting; manage and provide status reporting for all mandated and State Chancellor's Office data submission tasks and assignments; communicate with system owners and management on reporting and MIS data submission activity.
9. Perform related duties as assigned.

Knowledge:

Cloud-based applications and Software-as-a-Service (SaaS)
Computer hardware and software, including networking and the Microsoft Office suite of applications.
District organization, operations, policies, and objectives.
English syntax and language mechanics.
Enterprise Data Warehouse principles and design structures.
Oral and written communication skills.
Enterprise Applications (ERP) and Oracle database technology.
Principles and practices of data processing using mainframe, client/server, or minicomputer technologies.
Principles and practices of system design, development, implementation, and user support.
Principles of training and communication.
Project management methodologies, software, task and timeline management.
Relational Theory and Structured Query Language (SQL)
Traditional applications development lifecycle.

Skills and Abilities:

Analyze problems and provide solutions to meet business requirements.
Apply systems analysis techniques and procedures to identify functional specifications and develop end-user documentation.
Communicate effectively both orally and in writing.
Develop standards for the operation of system hardware and software.
Document functional requirements, business processes, test scenarios and workflows configuration.
Ensure to achieve major project milestones, and timelines.
Establish and maintain effective work relationships with others.
Lead and coordinate projects, goals, and work assignments among Information Technology and end-user departments.
Maintain records and prepare reports.
Meet schedules and time lines.
Plan and organize work.
Provide technical guidance and assistance to identify data and application problems.

Training and Experience:

Any combination of training and experience equivalent to: a bachelor's degree in computer science or data processing. Equivalent experience should include a minimum of 5 years application programming or software systems design and end user support.

WORKING CONDITIONS

Physical Requirements:

Category II: Lift heavy objects up to 50 lbs. Climbing and manual dexterity required for cabling and installing electronic components.

Environment:

Potential electrical hazards exist if precautions are not observed.