Application Analyst

Job Summary

The Application Analyst assists in the creation of the application design and functional specifications in developing new software solutions. This involves recommending software improvements and providing internal support.

Job level: Individual Contributor

Competencies

Fostering Communication (Level 2)

Listening and communicating openly, honestly, and respectfully with different audiences, promoting dialogue and building consensus.

Fosters two-way communication

- Recalls others' main points, taking them into account in own communication.
- Checks own understanding of others' communication (e.g., paraphrases, asks questions).
- Elicits comments or feedback on what has been said.
- Maintains continuous, open and consistent communication with others.

Planning and Organizing (Level 2)

Reaching goals that are central to organizational success by making and following plans and allocating resources effectively.

Plans and organizes group activities

- Identifies who needs to be involved and when.
- Identifies who will do what, when, considering group members' skills, needs and, if possible, preferences.
- Sets timelines and work steps.
- Monitors progress and use of resources (e.g., people, supplies, money).
- Makes needed adjustments to timelines, steps, and resource allocation.
- Plans the accomplishment of next steps.

Collaborating with Others (Level 3)

Working together with others in a cooperative and supportive manner to achieve shared goals.

Fosters collaboration

- Gives credit and acknowledgement for contributions and efforts of others.
- Provides constructive feedback to others.
- Helps build consensus among members of groups.
- Provides opportunities for all group members to contribute to group discussions.

Analytical Thinking (Level 3)

Analyzing and synthesizing information to understand issues, identify options, and support sound decision making.

Analyzes complex situations

- Analyzes complex situations, breaking each into its constituent parts.
- Evaluates alternative causes or ways of interpreting complex information.
- Identifies connections between situations that are not obviously related.
- Identifies gaps in information and makes assumptions in order to continue the analysis and/or take action.

Problem Solving (Level 3)

Identifying problems and the solutions to them.

Solves standard problems

- Identifies standard problems based on a range of factors, most of which are clear.
- Identifies alternate solutions, considering applicable precedents.
- Identifies optimal solutions based on weighing the advantages and disadvantages of alternative approaches.
- Evaluates the effectiveness and efficiency of solutions after implementation.

Application Support (Level 3)

Delivering technical support for software applications to users, diagnosing and resolving application issues.

Applies the competency in the full range of typical situations, requiring guidance in only the most complex or new situations.

- Communicates service level agreements on incidents with clients.
- Diagnoses a full range of typical application issues.
- Carries out application modifications to address issues with directions from senior staff.
- Monitors application performance using various tools to identify potential issues.
- Provides extended support by creating patches and fixes to the application code.

Infrastructure (Level 3)

Supporting the enterprise computing infrastructure (e.g., enterprise servers, client server, storage devices and systems, hardware and software) in the provision, management, storage, operation, scheduling, support and maintenance of the infrastructure.

Applies the competency in the full range of typical situations, requiring guidance in only the most complex or new situations.

- Describes how a specific infrastructure component integrates with other enterprise elements.
- Uses performance data collection tools and techniques to mitigate down-time and improve performance.
- Manages a specific infrastructure component, including hardware/software/firmware installation, patching, and updating.
- Solves routine problems, documenting new problems and their solution for future reference.
- Uses appropriate diagnostic tools to solve complex problems.
- Executes standards without supervision, suggesting modifications to these standards.

System Design (Level 3)

Applying an understanding of systems design to develop the specification of information systems and to create, test and document software programs that meet defined business needs in accordance with corporate standards.

Applies the competency in the full range of typical situations, requiring guidance in only the most complex or new situations.

- Maintains control over the system design life cycle.
- Analyzes architecture business requirements and prepares system design proposals.
- Provides support for problem resolution activities.
- Conducts impact analysis for proposed changes to the system.
- Provide system design guidance to the team.
- Recommends and/or designs structures and tools for systems which meet specific client application needs.

Responsibilities

Applications

- Assist in the creation of the system design and functional specifications for development of new solutions
- Provide system support to internal clients on a timely basis
- Create system documentation as required
- Develop system implementation plans for new systems
- Participate in unit testing of new system functionality
- Recommend and execute system improvements
- Gather and analyze requirements directly from internal clients
- Provide data extraction support to business teams
- Provide internal and external training support on products
- Manage the implementation of new applications including coordination of user acceptance testing and training

Knowledge Areas

- C (programming language) (Intermediate)
- Cascading Style Sheets (CSS) (Intermediate)
- Hypertext Markup Language (HTML) (Intermediate)
- Java (Intermediate)
- JavaScript (Intermediate)
- JavaScript Object Notation (JSON) (Intermediate)
- Microsoft Active Directory (Intermediate)
- Python (Intermediate)
- Systems Development Life Cycle (SDLC) (Intermediate)
- Structured Query Language (SQL) (Intermediate)