



Software Analyst

Class Code:
4916

Bargaining Unit: Alameda County Management Employees
Association

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Aug 1, 2007
Revision Date: Feb 27, 2009

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general direction, to investigate, to analyze and to evaluate software programs which serve as the platform for security, communications, application development and system performance monitoring and tuning; to design the implementation of systems software in a way that will improve the efficiency of both the technical staff and end-user community; to develop logic, to write and to test software programs defined by higher level software programmers; to enhance, to install and to test vendor supplied utilities and software packages; to assist in the development and modification of relatively complex software; to write operations manuals and guides; and to perform other related work as assigned.

DISTINGUISHING FEATURES

Incumbents perform entry to journey-level software analysis duties. Software analysts are competent to work on most phases of systems programming on their own and only require general direction for the balance of the activities. Supervision is received from the Manager of Systems Support with supplementary guidance and training provided by Senior Software Analysts who are available for consultation and review of work. This class differs from the Systems Analyst class in that Software Analysts work with packaged systems software that run beneath the business applications. On the other hand, Systems Analysts work with systems software that is essentially development tools to build applications that address the business needs of the end-user community. This class is distinguished from the higher-level class of Senior Software Analyst class in that the former is more closely supervised and may serve as lead on simple projects with no supervisory responsibilities whereas the Senior Software Analysts are responsible for the most complex software design, programming and implementation.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Plans, assigns, leads, and reviews the work of network administrators and desktop support staff.
2. Develops logic, codes, and tests software packages defined by Senior Software Analysts.
3. Develops or enhances software programs to improve the efficiency of technical staff and network operations.
4. Enhances and tests vendor supplied utilities and software packages.
5. Assists in the development and enhancement of relatively complex software, such as designing active directory, enforcing security, telecommunications and file and data management.
6. Writes technical operations and development guides, and documentation for software.
7. Provides technical information and assistance to application developers and end-users in the use of windows operating system, TCP/IP protocols, active directory, data base management systems, access architectures, performance monitoring and tuning and security.
8. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education:

Possession of a Bachelor's degree in computer science or a related field from an accredited college or university.

And

Experience:

The equivalent to two years' of recent full-time increasingly responsible experience in computer programming, including software programming and analysis. Experience must include implementing packaged systems software, applying system patches and software upgrades.

KNOWLEDGE AND ABILITIES:

Knowledge of principles and methods of operating system software programming and systems analysis; principles and techniques of applications programming; methods of program problem

analysis and correction; windows operating system and active directory or Unix and Linux operating systems; principles and use of terminal services; computer equipment, hardware and software used by the court; techniques and methodologies for software development life cycle; principles of Project management; correct English usage, including spelling, grammar and punctuation.

Ability to apply the principles of software programming and design to a variety of situations; develop software programs; interpret and evaluate existing software programs and enhancing them for efficiency; give guidance and technical assistance to developers and desktop and network support staff; establish and maintain effective working relationship with court staff, members of the public and others encountered in the course of work; organize work and set priorities to complete assigned project responsibilities efficiently and effectively within deadlines; exercise sound independent judgment and decision making within general policy guidelines; analyze problems and develop effective solutions; manage multiple and changing priorities; use tact and diplomacy when dealing with sensitive, complex and/or confidential issues and situations; maintain confidentiality of Court documents and records; communicate clearly and effectively orally and in writing; keep technical skill current to meet continuing software development assignments; work effectively independently and as a member of a team.

CLASSIFICATION HISTORY:

Date established: 8/2007

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