



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## SENIOR INFORMATION TECHNOLOGY ENTERPRISE APPLICATION ANALYST

<b>Group-Section:</b> Business Technology Group	<b>FLSA Status:</b> Non-Exempt <b>Bargaining Unit:</b> AFSCME	<b>Salary Grade:</b> 52 <b>Job #:</b> YA41
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### JOB SUMMARY

This is the advanced journey level position performing Senior Information Technology Enterprise Application Analyst job duties.

### DISTINGUISHING CHARACTERISTICS

Positions at this level are recognized as technical specialists using initiative and resourcefulness in deviating from traditional methods or researching trends and patterns to develop new methods, criteria, or proposed new policies. Decisions regarding what needs to be done include interpreting data, planning of the work, or refining the methods and techniques to be used. The work involves establishing criteria; leading projects; assessing service effectiveness; or analyzing variety of unusual conditions, problems, or questions. The work product or service may affect activities or other operations.

### OVERSIGHT

**Supervision Received:** The supervisor sets the overall objectives and resources available. The employee and supervisor, in consultation, develop the deadlines, projects, and work to be done. At this level, the employee, having developed expertise in the line of work, is responsible for planning and carrying out the assignment; resolving most of the conflicts that arise; coordinating the work with others as necessary; and interpreting policy on own initiative in terms of established objectives. In some assignments, the employee also determines the approach to be taken and the methodology to be used. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements or expected results.

**Supervision Given:** Acts as a lead. Coordinates and reviews work assignments of employees performing the same general work as the lead on a day-to-day basis. Responsibilities may involve solving problems and providing instructions on work procedures.

### JOB DUTIES

1. Performs technical configurations, customizations, and extends commercial off the shelf enterprise resource planning software in three or more modules and stand-alone applications.
2. Defines, designs, develops and deploys enhancements and reports utilizing three or more modules and stand alone applications; ensures compliance with applicable specifications and standards.
3. Provides resolution to tickets having significant impact with high visibility to multiple customers requiring lengthy or involved installation; may require action by several groups, multiple releases against one ticket, and complex back out procedures.
4. Troubleshoot software application problems; identifies, recommends and implements system improvements, modifications, and upgrades involving three or more modules and stand-alone applications. Develops user and technical documentation and provides training to system users.

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5. Researches, evaluates, tests and implements patches and system upgrades involving three or more modules and stand-alone applications.
6. Participates in professional group meetings; stays abreast of new trends and innovations in their area of responsibility.
7. Acts as Project Manager; plans, coordinates, and conducts projects within area of responsibility, including monitoring scope, quality, budget, and schedule.
8. Performs other related Information Technology Enterprise Application Analyst job duties as required.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** Bachelor's degree from an accredited college or university in a related field and six years of relevant experience; or Master's degree from an accredited college or university in a related field and six years of relevant experience.

**Required Knowledge of:** Principles, practices, and procedures of Information Technology; operational characteristics, methods, and techniques to analyze, design, develop, test, and implement applications; tuning queries and reports; dynamic reports using multiple parameters; database security; technical framework for Enterprise Resource Planning and Human Resources systems to modify or extend functionality and integration with other applications; web services and different messaging protocols to develop and communicate data with clients and other applications; Information Technology methods and procedures, including systems life cycles and applications development; business knowledge of multiple modules; and current office technology and equipment.

**Required Skills and Abilities to:** Provide technical system support across multiple modules; understand integration with other applications; responding, diagnosing, and resolving problems; analyze requirements, design, test, and implement system applications; provide training; plan and carry out a variety of assignments to meet business objectives under established guidelines; understand technical and business complexities across related modules and other applications; use independent judgment and exercise discretion; problem solve; prioritize and multi-task; communicate clearly and concisely, both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work; work independently and in a team environment; lead and train; and operate current office equipment including computers and supporting applications.

### **CERTIFICATIONS, LICENSES, AND REGISTRATION REQUIREMENTS**

Employees in this position may be required to obtain and maintain the following certifications, licensing and registrations:

#### **Certificates**

- None

#### **Licenses**

- Valid California Class C Driver License that allows you to drive in the course of your employment

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**Registrations**

- None

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS**

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the job duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

**Physical Demands:** The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as personal computers and record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

**Work Environment:** The work involves moderate risks or discomforts that require special safety precautions, e.g., working around moving parts, carts, or machines, or irritant chemicals; etc. Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

**Vision Requirements:** No special vision requirements.

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