DEPARTMENT:	Information Technology	**REPORTS TO:**	Manager, Client Services
JOB CLASS:	Application Analyst	**PAY GRADE:**	36
EXEMPT STATUS:	Exempt	**DATE:**	06/28/2012

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Application Analyst provides 2nd tier support and configuration for packaged and custom applications with the FLVs organization. The Application Analyst implements and supports technology systems for business applications including Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Human Resource Information Systems (HRIS) in addition to other Line Of Business (LOB) applications used by the organization such as Learning Management Systems (LMS) or Student Information Management Systems (SIMS). The Application Analyst is required to provide weekly status reports to their supervisor in the Information Technology (IT) department.

ESSENTIAL POSITION FUNCTIONS:

- Provide 2nd tier support for business applications within the enterprise
- Provide set up and configuration of applications
- Develop recommendations for enhancing approaches for software support services
- Develop and manage effective working relationships with other departments, groups and personnel with whom work must be coordinated or interfaced
- Analyze performance of programs and takes action to correct deficiencies
- Execute the modification and/or configuration of software applications to resolve issues and plan for future growth
- Participate in the development and implementation of processes that improve efficiency and enhance productivity
- Provide a minimum of weekly status report updates for current projects
- Conduct research into software application products and services in support of development and purchasing efforts
- Provide support for the testing of new and existing software applications under development or consideration for purchase
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

 (These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

<u>**MINIMUM REQUIREMENTS:**</u>

Education/Licensure/Certification:
- Bachelor's Degree in Computer Science or Information Systems; or equivalent combination of education and relevant experience
- Master's Degree in Computer Science/Information Systems, preferred
- ITIL V3 Foundation Certified - preferred
- Microsoft Certified Solution Associate (MCSA) certified - preferred
- Industry certifications in software, systems, or network disciplines, preferred

Experience:
- Three years' supporting and delivering business computer applications
- Two years' experience with the ServiceNow Incident Management module - preferred
- Three years' Microsoft operating systems experience
- Two years Learning Management Systems (LMS) experience - preferred
- Demonstrable hands-on experience in software support processes in multiple hardware and software environments
- Experience with set up, configuration, and support of specific business application packages including Enterprise Resource Planning(ERP), Customer Relationship Management (CRM) and Human Resource Information Systems (HRIS)

Knowledge, abilities and skills:
- Strong interpersonal and customer service skills
- Ability to work with/for multiple employees and meet deadlines
- Knowledge of and ability to apply software support and troubleshooting methodologies
- Strong verbal and written communication skills
- Knowledge of technology solutions for the Internet, hand held devices, personal computers and networks

<u>**CORE COMPETENCIES FOR SUCCESS:**</u>

COMMUNICATION SKILLS	CUSTOMER FOCUS
Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience	*Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer*
INTERPERSONAL SKILLS	FUNCTIONAL /TECHNICAL EXPERTISE
Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all	*Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion*

levels and positions; Takes the initiative to get to know internal and external customers	

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS	CREATIVITY
Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers	*Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"*
SELF KNOWLEDGE	PLANNING
Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions	*Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results*
ORGANIZING	PROBLEM SOLVING
Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner	*Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers*
DRIVE FOR RESULTS	
Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

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