BUSINESS & TECHNOLOGY APPLICATION TECHNICIAN (12233) (30005032)

GENERAL DESCRIPTION OF WORK

Positions in this banded class are responsible for technical work in developing and/or supporting applications for the business, research, and/or instructional functions of clients with a defined/limited scope. Positions determine the logical flow of applications and develop program code. Positions are involved with other business and technology employees in assessing the needs of clients and developing technical solutions of limited complexity. Detailed specifications are provided for complex applications. Duties may include development, installation and modification of programs and/or packaged programs, program testing, and documentation of programming on a variety of platforms.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Knowledge of database architecture, web and application development tools. Knowledge of programming applications and websites including various types of software and operating systems. Has working knowledge of enterprise systems, application and data workflows and business processes in the enterprise. Provides system analysis support and demonstrates judgment to escalate support issues as needed.	Exhibits basic knowledge of specialty work area demonstrated by an understanding of and the ability to apply the fundamental standards and terminology associated with the work specialty. Possesses basic knowledge of specialty work area and requires regular supervision to complete projects. Follows appropriate security protocols for systems utilized.
Technical Solution Development	Works with project lead in developing solutions related to customer needs. Demonstrates knowledge and skills from specialty areas to develop technical solutions and support of in-house and vendor products. Develops and maintains knowledge of current application environment. Assist Business Analysts and Specialists with developing, testing and support of data and applications across the campus.	Can follow written directions to implement solution but does not design custom solutions. Demonstrates an understanding of the technology and systems in place.
Technical Support	Sufficient technical knowledge to determine when application and processes are functioning outside normal tolerances and to detect trends in recurring problems. Analyzes problems discovered through client use of production systems. Understands business requirements and enterprise needs to analyze and diagnose customer requirements and determine escalation as needed. Provide daily first line application and data support to clients and determine escalation as needed.	Applies a methodical and logical approach to problem solving. Resolves routine problems. Seeks out advanced level support to assist as needed. Independently resolves routine problems in one specialty area. Able to troubleshoot problems by probing user for information relevant to solving problem based on standard operating procedure or script. Able to perform limited diagnostics on assigned hardware and software. Able to appropriately describe information provided by customer for higher technical support, if necessary.
Planning and Organizing	Independently organizes work based on communicated priorities and reorganizes planned activities based on changing priorities. Apply business and technical support concepts to prioritize and provide daily	Understands tasks required in job and takes ownership to complete tasks. Takes initiative to plan and organize daily activities and tasks. Able to work independently to complete

	application and data support to clients of existing systems. Proactively follow-up with clients/other IT staff to determine status of in-progress tasks and proactively manages activities across multiple high-priority projects.	tasks. Able to stay on task.
Project Management	Participates on and provides input to projects where assigned as a resource role, completing projects tasks in a timely manner. Able to work on multiple projects concurrently. Work as a member of a project team to provide application and data support for existing campus-wide systems technologies and assist with researching, testing and documentation.	Serves as a productive team member on a project team by completing assigned tasks. Contributes ideas to solve project goals.
Consultation		N/A

JOURNEY		
Functional Competency	**Examples of Work**	**Competencies**
Technical Knowledge	Possess the ability to use existing technologies to solve operational issues within the divisional application development and application hosting environment. Monitor and develop solutions for the more complex and unique issues that can't be quickly or easily resolved. Ensures technical lead is kept informed on progress and issues.	Exhibits working knowledge of specialty work area demonstrated by applying an understanding of the general standards, skills and practices associated with the specialty. Understands theory behind applications systems analysis and programming and requires regular guidance to complete projects.
Technical Solution Development	Integrates knowledge and skills from specialty areas to develop custom solutions and support vendor products. Stays up to date on emerging technologies. Develops and demonstrates knowledge of related systems. New solutions should be investigated and implemented when a potential need have been identified. Ensures that all programing assigned is done in accordance with ITSs procedures. Working knowledge of designing applications with the ability to define user input/output options via database or file structures.	Follows standard operating procedures to implement routine solutions of low to medium complexity for customer. Develops logical flow of simple applications. Designs input/output and file specifications. Able to evaluate code and its functionality and recommend or make changes to improve performance of simple applications. Devises or modifies procedures to solve low to medium complex problems. Customer parameters often vary but can be addressed within standard procedures. Integrates knowledge and skills from other specialties to address work assignments and problems of simple to medium complexity.
Technical Support	Coordinate with central IT to leverage current analytical tools anticipating routine and non-routine technical problems and developing solutions to those problems with minimal supervision.	Resolves some non-routine problems. Applies technical understanding to resolution of problems of medium complexity. Spots trends in reoccurring problems and assists

		in developing solution.
	Proficient in analyzing of routine and non-routine technical problems. Develop alternative approaches where solutions are not clearly feasible. Continues to stay abreast of changing technology and applying new and better solutions as they become available.	
Planning and Organizing	Works independently and performs job with minimal supervision and ensures that project stays on schedule.	Sets priorities and knows when priorities need to be changed. Works independently and manages job with minimal supervision. Able to adapt own work to unanticipated changes.
Project Management	Creates written program specifications, writes code, tests and documents assigned projects. Works as a member of a project team to provide application and data support.	As a team member regularly helps develop solutions to meet the needs of the group. Thinks through project alternatives and helps turn ideas into outcomes. Helps develop project/solutions in assigned area.
Consultation	Provides consultation and assistance as necessary to guide customers towards technical and procedural solutions to issues and problems. Make recommendations for the best options to the user.	Understands user needs may be met with minor modifications to existing solutions based on an on-going customer. Understands the customer's needs and resource limitations in order to provide appropriate services to customer.

ADVANCED

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Fully understand application capabilities/limitations in order to determine the feasibility of enhancement, redesign or development. Acts as a technical recourse to application development teams.	Understands theory behind applications systems analysis and programming and requires occasional guidance to complete projects. Understands impact of new technologies on current systems. Experienced technical resource to technicians. Programs complex routines.
Technical Solution Development	Designs applications with user input/output specifications before any programming has been started. Ensuring development of new programming logic does not negatively impact overall system performance. Makes an evaluation to see how the proposed change might impact the existing applications, the database and outputs. Provides overall programming leadership.	Follows standard operating procedures to implement routine solutions of medium to high complexity for customer. May occasionally assess and design solutions that cannot be designed by standard operating procedures. Devises or modifies procedures to solve moderate to complex problems considering computer equipment capacity and limitations. Develops information technology systems or modules of a limited scope.

	Develop programming logic standards that optimize efficiencies and performance.	
Technical Support	Resolves medium and high complexity application issues. Analyzes and resolves issues and make suggestions to users or other technicians on application issues that would prevent future problems.	Recommends methods of resolving problems to lower level technicians or client representatives. Serves as a key resource in solving problems of medium to high complexity for other technicians. Makes decisions based on weighing options and consequences. Develops solutions that address the root cause of the problem and not the symptom. Make suggestions for technical modifications to prevent future problems.
Planning and Organizing	Manages tasks on assigned projects and ensures deadlines are met. Provides technical leadership to other employees assigned to the project team. Proactively schedules resources necessary to maintain progress.	Provides regular leadership in planning and organizing the work of others. Reorganizes work assignments of other employees and adapts work of others to unanticipated changes. Able to organize and follow complex and detailed technical procedures.
Project Management	Devises a comprehensive testing plan for programmed codes/specifications. Provides project leadership in meeting with users and team members to review application in terms of accuracy, readability and appearance.	Manages technical projects involving work of others. Develops project plan. Responsible for completing significant piece of a large project. Independently manages project timelines, resources, staff and leads implementation efforts in less complex technology area.
Consultation	Ability to explain specific technical issues to non-technical clients. Builds on-going partnership with clients through successful resolution of technical problems.	Performs formal assessments of user needs and can recommend small scale solutions to meet customer need. Provides consultation on issues and requests from customers that require the implementation or creation of a custom solution. Consults with senior level decision-makers, on an ongoing basis, to discuss alternative technical solutions.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Associate's Degree in Computer Programming, or
- Bachelor's degree with some computer related coursework from an appropriately accredited university; or an equivalent combination of education and experience.
- Journey level requires an additional six months experience
- Advanced level requires an additional one year of experience.

SPECIAL NOTE

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.