



Application Support Analyst Job Profile Matrix

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| Job Family: Application Support Analyst Line of Business: Information Technology Reports to (Job Title): Various reporting levels | Effective Date of Job Profile: 01/01/2015 Last Updated: 11/26/2014 |
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| Job Family Summary | <p>The Application Support Analyst operates, maintains, and troubleshoots production systems that support functional business areas. The Application Support Analyst provides technical expertise in triaging and diagnosing production incidents and implementing corrective code fix into production. The analyst will analyze and recommend corrective actions for production application failures, investigate and resolve processing problems identified by clients, monitor system performance, examine new technologies, and coordinate the implementation of application processing or computer resource utilization improvements.</p> <p>The Application Support Analyst performs corrective maintenance programming activities to existing operational applications and systems, requiring the following: assist in documentation of deliverables and specifications of applications and systems in collaboration with business analysts, architects and other project team members; program applications/systems as specified in the functional and/or technical design document; prepare and obtain approval of system and development documentation.</p> | | | |
| SAP Job Code | 51697282 | 51697286 | 51697287 | 51697348 |
| Job Title | Application Support Analyst, Associate | Application Support Analyst | Application Support Analyst, Senior | Application Support Analyst, Expert |
| Position Title Examples | Application Support Analyst, Associate | Application Support Analyst | Application Support Analyst, Senior | Application Support Analyst, Expert |
| PGE Job Level | Associate | Career | Senior | Expert |
| Job Responsibilities | <ul style="list-style-type: none"> • <u>Work Scope:</u> This is a level learning to apply standard concepts and techniques to routine assignments with limited scope and risk. Follows existing Application Development Frameworks and Coding Standards. Adheres to IT Delivery Methodology. Participates in Change management and release management processes when implementing fixes to production. Applies job skills and company policies and procedures to complete variety of assigned work • <u>Problem Solving:</u> Troubleshoots basic and recurring application problems of narrow scope within procedural guidelines. Assignments typically fall within standard, well-tested parameters for resolution. • <u>Internal/External Contact:</u> Interacts with | <ul style="list-style-type: none"> • <u>Work Scope:</u> Assignments involve applying standard methods to a wider range of tasks related to monitoring and maintaining applications. Follows existing Application Development Frameworks and Coding Standards. Codes or configures system based off of functional and technical design documents provided by others. Participates in upgrades and deployments. Participates in Change management and release management processes when implementing fixes to production. Applies the fundamental concepts of a particular field or technical discipline in addressing the work assigned. • <u>Problem Solving:</u> Troubleshoots application programming analysis problems of moderate scope within procedural guidelines. Seeks assistance from the supervisor or more senior programmers/analysts on unusual or more | <ul style="list-style-type: none"> • <u>Work Scope</u> Provides input and helps diagnose production issues. Development Frameworks and Coding Standards. Coordinates work across internal and external teams as needed. Understand and ensures adherence to Change management and release management processes when implementing fixes to production. Responsible for upgrades and deployments. Applies professional technical concepts of particular field, procedures, and techniques. • <u>Problem Solving:</u> Proactively addresses and rectifies application failures. Troubleshoots and deploys complex fixes to production. Assignments are based on extensive knowledge of coding concepts, principles or practices in a specific discipline, field or area of expertise. Resolves application programming problems of broad scope within procedural | <ul style="list-style-type: none"> • <u>Work Scope:</u> Possesses broad technological expertise. Assignments are complex, have major associated risks with high visibility. Solid understanding of Application Development Frameworks and Coding standard. Support governance of development standards and frameworks. Responsible for diagnosing and correcting complex production issues. Full understanding of combined technical, business, and processes areas. Solid understanding of PG&E Production methodology and compliance processes and impact to client projects. Applies significant technical concepts of subject area and procedures and techniques; ability to use and define technical details of assigned work. Serves as key technical resource with areas of specialization. |



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| | <p>production support team members, service management, ENOC, and other production support personnel; typically includes discussing and reporting progress of fixes</p> | <p>difficult problems.</p> <ul style="list-style-type: none"> • <u>Internal/External Contact:</u> Interacts with production support team members, service management, ENOC, and other production support personnel; typically includes discussing and reporting progress of fixes. • Responds to LOB help desk support needs. • Plans work to meet assigned specific objectives; progress is reviewed periodically for technical accuracy and adequacy in process, projects and reviewed upon completion. | <p>guidelines. May seek assistance from the supervisor or more skilled programmers/analysts on unusual or especially complex problems that cross multiple functional/technology areas.</p> <ul style="list-style-type: none"> • <u>Internal/External Contact:</u> May attend client meetings on behalf of team or manager. • Collaborates with Programmer Analysts to maintain current production functional and technical design documentations • Responds to requests for data queries, researching file structures and technical documentation | <ul style="list-style-type: none"> • <u>Problem Solving:</u> Resolves application programming problems of complex scope through cross-functional team participation. • <u>Internal/External Contact:</u> Runs O&M team meetings. • Provides and documents resource estimates in response to business service requests. Lead less experienced Application Support Analysts on technically complex projects or work. Solid understanding of the impact to all application areas of systems/sub-systems modifications and enhancements; has broad, over-arching understanding of impact to IT. Leads teams of programmer- analysts • Keeps up with programming trends. • Provides input on deployment plans |
| <p>Education Minimum Desired</p> | <p>Minimum: BA/BS in Computer Science, Management Information Systems, or equivalent experience and/or field of study</p> | <p>Minimum: BA/BS in Computer Science, Management Information Systems, or equivalent experience and/or field of study.</p> | <p>Minimum: BA/BS in Computer Science, Management Information Systems, or equivalent experience and/or field of study;</p> | <p>Minimum: BA/BS in Computer Science, Management Information Systems, or equivalent experience and/or field of study.</p> <p>Certification and/or post graduate work may be desirable.</p> |
| <p>Experience Minimum Desired</p> | <p>Minimum: 1 year of programming support and analysis experience</p> | <p>Minimum: 2 years of programming support and analysis experience</p> <p>Desired: Proven knowledge with programming support principals to enhance and maintain system performance</p> <p>Multiple programming languages experience</p> | <p>Minimum: 4 years of programming support and analysis experience</p> <p>Desired: Proven knowledge with programming support principals to enhance and maintain system performance</p> <p>Multiple programming languages experience</p> | <p>Minimum: 7 years of programming support and analysis experience</p> <p>Proven knowledge with programming support principals to enhance and maintain system performance</p> <p>Multiple programming languages experience</p> <p>Desired: Leading operational teams</p> |
| <p>License/</p> | <p>Minimum: None</p> | <p>Minimum: None</p> | <p>Minimum: None</p> | <p>Minimum: None</p> |



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| Certification Minimum | Desired: May require certification applicable to the application being supported. | Desired: May require certification applicable to the application being supported. | Desired: May require certification applicable to the application being supported. | Desired: May require certification applicable to the application being supported. |
| Desired | | | | |
| Supervisory Responsibility | None | None | None | None; Provides guidance to less experienced support programmer and is team lead on cross-functional projects and initiatives |
| Knowledge, Skills, Abilities Minimum | Minimum: <ul style="list-style-type: none"> Basic understanding of technical components of the job. Basic understanding of troubleshooting and maintaining software, how it works, and how it often breaks. | Minimum: <ul style="list-style-type: none"> Working knowledge of the technical components of the job. Solid understanding of troubleshooting and maintaining software, how it works, and how it often breaks. | Minimum: <ul style="list-style-type: none"> Advanced understanding of troubleshooting and maintaining software, how it works, and how it often breaks. | Minimum: <ul style="list-style-type: none"> Expert understanding of troubleshooting, diagnosing, and maintaining software, how it works, and how it often breaks. |
| Desired | Desired: <ul style="list-style-type: none"> Ability to create basic test beds, create test scenarios, create regression tests, document and assess software reliability | Desired: <ul style="list-style-type: none"> Ability to create moderately complex test beds, create test scenarios, create regression tests, document and assess software reliability Ability to enhance the end-user experience | Desired: <ul style="list-style-type: none"> Ability to create complex test beds, create test scenarios, create regression tests, document and assess software reliability Ability to enhance the end-user experience | Desired: <ul style="list-style-type: none"> Ability to create complex test beds, creates test scenarios, create regression tests, document and assess software reliability. Ability to enhance the end-user experience |
| Supplemental | < List additional relevant information about the job, including working conditions where applicable. Include travel requirements in this section (0%, 10%, 25%, 50%, 75% or 100%). Include if working in office environment > | | | |



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| Technical Competencies | Technical Competency Descriptions | Proficiency Level* | | | |
|------------------------------------|--|--------------------|------------|------------|----------|
| | | Associate | Career | Senior | Expert |
| Technical Specification | Translate function design specification into technical design specification | Novice | Proficient | Advanced | Master |
| Trouble-Shooting | Determines causes of operating errors and decides what to do about it. | Novice | Proficient | Advanced | Master |
| System Monitoring and Support | Maintain system availability and performance to meet service level targets. Ensure system outages or problems are analyzed for cause, trends, and duration. | Proficient | Proficient | Advanced | Master |
| Testing and Evaluation | Applies principles, methods, and tools for analyzing and developing systems test and evaluation procedures and technical characteristics of IT systems, including identifying critical operational issues. | Proficient | Proficient | Advanced | Master |
| Coding | Translates technical design specifications into application code instructions for small or basic fixes; maintains programming code. | Proficient | Proficient | Advanced | Master |
| Systems Analysis | Analyzes business and user needs and translates them into proper system requirement specifications. | Proficient | Proficient | Advanced | Master |
| System Documentation and Reporting | Maintains system documentation and files at a level of detail necessary to pass an audit; for example, maintains software change logs and production changes and approvals | Novice | Proficient | Advanced | Master |
| Project/Program Management | Understands the principles, theories, practices, and techniques involved in planning, managing, and implementing projects and programs. | Novice | Novice | Proficient | Advanced |
| Advocacy and Persuasion | Effectively influences others to achieve understanding, acceptance, and commitment to act in support of ideas, programs or causes. | Novice | Novice | Proficient | Advanced |

***Proficiency Levels**

Novice: Demonstrates general understanding of knowledge, principles, and/or applications of the area; is able to complete routine assigned tasks with minimal guidance or supervision.

Proficient: Demonstrates solid understanding of knowledge, principles, and/or applications of the area; is able to complete moderately complex projects, with minimal guidance and supervision.

Advanced: Demonstrates advanced understanding of knowledge, principles, and/or applications of the area; is able to understand complex ideas and make recommendations in this area. May guide efforts of others on the team.

Master: Demonstrates mastery of knowledge, principles, and/or applications of the area; is able to lead and direct others in this area.