



The League of California Cities invites your interest for the position of:

Data & Application Support Analyst

September 2022

Position Description

The League of California Cities is looking for a talented and professional Data & Application Support Analyst. This position provides expert technical application support to staff regarding Cal Cities' Association Management Software (AMS), Office 365 and other software solutions as needed. Responsible for creating and documenting standards for application use, training staff, determining opportunities for data use, maintaining data integrity and governance, provide data analysis and recommendations, working across the organization to achieve operational efficiencies and support within Cal Cities tech stack. Responsible for interacting with staff and city officials to maintain data within the AMS system as well as updating processes and workflows for business needs across the organization.

Summary of Essential Duties:

- Provide application support for Cal Cities AMS system and serve as primary contact for all inquiries and issues
- Responsible for working with staff and city officials to maintain data and update workflows according to present and future organization needs.
- Develop methods and techniques to improve processes by working with business experts and other staff.
- Develop and maintain Application Support standards, procedures, resolutions, and training documentation as required.
- Provide detailed documentation and training on applications.
- Create and generate templates, views, and queries by using SQL programming and database concepts.
- Write, maintain, and support a variety of reports or queries utilizing appropriate reporting tools.
- Assist in development of standard reports for ongoing organizational needs.
- Help maintain data integrity in systems by running queries and analyzing data.
- Maintain database updates and data
- Provide data analytics to support organizational decision making and information analysis
- Investigate and troubleshoot any data and application issues
- Assist IT Director in strategic planning in relation to Cal Cities AMS system and tech stack, new updates or processes, and implementation of new applications.
- Assist and manage rollout responsibilities in alignment with Cal Cities strategic planning and technical application needs.
- Support Cal Cities staff and teams in technology adoption and application through training, documenting, creating, and designing different processes of application use
- Provide leadership in application integration, data migration, and synchronization

Finance & Operations Department

Embracing teamwork and an entrepreneurial spirit, the Finance and Operations Department strives to deliver exceptional customer service, support and solutions that empower the organization's seventy-five team members to advance and fulfill Cal Cities mission. The 11-person Finance and Operations team provides key

Employment opportunities are located at: <https://www.calcities.org/join-our-team>

Reflecting the diversity of California, the League of California Cities is an equal opportunity employer.

operations in finance, human resources, facilities management, and information technology. Individual and collective contributions by team members reflect the department's commitment to customer service and excellence.

Cal Cities

Headquartered in downtown Sacramento, since 1898 the League of California Cities has been an active partner in local government. Providing legislative advocacy, educational and informational services to cities, Cal Cities' mission is to enhance the quality of life for all Californians by protecting local control. Reflecting the diversity of California, each of Cal Cities' employees is a vital partner in the organization's mission and success.

Cal Cities Culture

Cal Cities is dedicated to creating a collaborative and inclusive environment where passionate professionals can thrive. We're looking for candidates who are focused, driven, and above all else, seeking deeper meaning in their work. If you also have a passion for public service, local government, advancing equity, and working with dynamic, talented teammates, this just might be the right place for you!

Qualifications & Experience

Minimum of 4 years' experience in application and data support. Experience and knowledge in reporting writing tools, SQL reporting services or similar reporting software. Experience and knowledge with business applications and software implementation. Familiarity with SQL programming and writing queries. Experience in Office 365, MS Dynamics or association relational databases preferred. Bachelor's degree or equivalent preferred.

Work Schedule and Travel

Cal Cities' normal workweek is Monday through Friday, 8:30 a.m. to 5 p.m. Occasional travel via automobile or air is required in normal course of job duties.

Compensation & Benefits

Salary: Depending on qualifications. Salary Range \$54,707 - \$85,796.

Retirement: California Public Employees Retirement System (CalPERS) 2% at 60 for classic CalPERS members; 2% at 62 for new CalPERS members.

Deferred Compensation: Employees may defer compensation through Cal Cities', Mission Square 457 defined contribution plan.

Health/Dental/Vision Insurance: Employees participate in an optional benefit program that includes dental insurance, vision insurance and medical coverage selected from three HMO and two PPO plans.

Life Insurance: Employer-paid life insurance coverage for employees. Supplemental employee-paid coverage is available.

Other Benefits: Under employer's optional benefit program, employees may use a portion of their salaries on a pre-tax basis to cover childcare and/or certain health care expenses.

Vacation: Two weeks annually; three weeks after five years of service.

Holidays: Employees receive twelve paid holidays annually.

Sick Leave: Employees earn twelve days annually.

Recruitment/Decision Schedule

Recruitment for the Data & Application Support Analyst will be ongoing until the position is filled. The goal is to complete the recruitment process at the earliest opportunity and welcome the new team member on board as soon as possible.

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