



City of Sunnyvale  
**Applications Analyst II**

<b>SALARY</b>	\$59.02 - \$75.33 Hourly	<b>LOCATION</b>	Sunnyvale, CA
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	25-00083
<b>DEPARTMENT</b>	Information Technology	<b>OPENING DATE</b>	04/02/2026
<b>CLOSING DATE</b>	4/28/2026 5:00 PM Pacific		

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## Description

**APPLICATIONS ANALYST II**  
**REGULAR FULL-TIME EMPLOYMENT OPPORTUNITY**

**The final filing date is Wednesday, April 22, 2026 at 5:00 PM or after receiving 100 qualified and complete applications, whichever is first.**

If you are interested in working in a fast-paced, highly valued position, supporting a municipal Enterprise Resource Planning (ERP) suite of systems, the City of Sunnyvale is looking to hire an Applications Analyst/Project Coordinator I or II. The Information Technology Department will fill the position at the Applications Analyst I or II level to select the best applicant overall. This position requires a service-oriented focus, ability to support and enhance our Oracle Cloud ERP & HCM applications, along with primary and secondary support roles for multiple enterprise systems including system configuration, reporting and interfaces, day-to-day operational issues, maintenance, upgrades, and on-call rotations.

The ideal candidate for an Applications Analyst II will have in-depth experience with supporting Financial or Human Capital Management (HCM/HR) systems, preferably an integrated ERP/HCM suite, and ideally Oracle Fusion Cloud Applications. Our Oracle Cloud modules include General Ledger, Fixed Assets, Procure to Pay, Inventory Management, Accounts Receivable, Project Portfolio Management, Core HR, Benefits, Absence, Time and Labor, Payroll and Learning Management. Candidates must be detail-oriented, fanatical about documentation, possess strong customer service skills with the ability to communicate clearly and concisely with end users, and understand the complexities involved in system configuration, integration, interfaces, and report development.

We build community trust by delivering exceptional services. Our core values of public service are integrity, leadership, and respect.

The City of Sunnyvale offers:

- Comprehensive medical, dental, and vision benefits
- Paid Holidays
- Paid Time Off (PTO) Accruals

- Retirement Pension
- Classic CalPERS members have 4% of the employee contributions paid by the City, leaving only 3% for the employee to contribute
- Retiree medical benefits available

**Work Schedule:** The position is eligible for Telework, up to 2 days per week, after a 6-month mandatory onsite 5 days per week work schedule. The Telework schedule is subject to approval from the department head as permitted by City policy and practice.

To view the full Applications Analyst / Project Coordinator II job description, click [here](#).

If you are interested in also being considered for the [Applications Analyst I](#) position, [click here to apply](#).

Under direction of a Principal Applications Analyst / Project Manager or an Information Technology Manager, performs Business Analysis for the elicitation, analysis, and validation of system requirements; performs complex programming assignments according to the City's Software Development Lifecycle (SDLC), established guidelines, and technology standards; implements commercial systems and system interfaces; revises, improves, updates, and maintains existing systems; participates in or manages business process reengineering, upgrades, new technology, and system implementation projects; provides training and technical support to technical staff and end-users; executes established standards and priorities; manages small to medium sized projects; closely coordinates and works with system owners, end-users, and project teams; executes the Information Technology Strategic Plan; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Applications Analyst / Project Coordinator I is the entry-level classification for the Applications Analyst/Project Coordinator job series. Initially, incumbents perform assigned duties under general supervision, while learning related standards, policies and procedures. Applications Analyst / Project Coordinator I is distinguished from Applications Analyst / Project Coordinator II by the performance of less than the full range of duties assigned to the Applications Analyst / Project Coordinator II. As experience is gained, there is a greater independence of action within established guidelines.

Applications Analyst / Project Coordinator II is the next level classification in the series. Incumbents are expected to independently perform the full scope of duties associated with the design, selection, maintenance and implementation of application and business intelligence solutions and/or project management. Applications Analyst / Project Coordinator II is distinguished from the higher-level classification of Senior Applications Analyst / Project Coordinator in that the Senior Applications Analyst / Project Coordinator is the advanced journey level in the series responsible for more complex application systems, interfaces, reporting and queries and business intelligence solutions. Positions in this class are flexibly staffed and are normally filled by advancement from the Applications Analyst / Project Coordinator I level once the incumbent meets the qualification standards of the classification, demonstrates an ability to perform the full scope of work, and meets performance expectations. Incumbents are not automatically promoted to the higher level; the needs of the department determine the level of assignment.

The Applications Analyst / Project Coordinator classification series has four distinct areas of focus listed below. **To be hired as a Applications Analyst / Project Coordinator, the candidate must demonstrate the minimum qualifications with an emphasis in at least one of the areas of focus below:**

- Configured Off the Shelf/Software-As-A-Service (COTS/SaaS) Application Configuration: Responsible for application configuration, including configuring and modifying the configuration of packaged systems to meet evolving and ongoing functional needs of City departments.
- Business Requirements Analysis, System Documentation and Product functionality mapping: Responsible for business requirements, system documentation and product functionality mapping.

- Application/Interface Development, Database Development and Support, and Support of Custom-developed applications: Responsible for application interfaces, database development.
- Project Management/Coordination Activities: Responsible for managing projects from inception to implementation including all project-related functions coordinating, project plan, risk management plan and communication plans.

## Essential Job Functions

*(May include, but are not limited to, the following):*

- Installs, upgrades and supports application systems, interfaces, queries, database, scripting activities and business intelligence/reporting solutions to achieve optimum performance in accordance with the IT Service Level Agreement (SLA).
- Completes service requests in a timely manner and provides support to end users; guides and assists others in completing service requests.
- Troubleshoots, upgrades, or configures application, database or reporting systems to determine cause(s) or failure and resolves problems, to include cybersecurity issues.
- Documents, develops, codes, tests, and debugs applications and interfaces.
- Documents and develops extract, transform, load (ETL) processes to ensure accessibility of data from business systems for reports or use by other systems.
- Ensures systems and applications, including the City's Internet and Intranet, are patched and kept current on all security patches and upgrades.
- Assists in the development and execution of preventive maintenance programs identifying weaknesses of current systems to determine critical application, reporting or system issues, including cybersecurity.
- Communicates clearly and concisely, both verbally and in writing.
- Assists in the creation of operational procedure manuals.
- Sets timelines and expectations for tasks within project plans.
- Reviews product documentation and release notes to make installation recommendations, ensuring functional compliance and vendor support.
- Designs and develops reports against Configured Off the Shelf (COTS) and Software as a Service (SaaS) system databases utilizing available standard reporting tools.
- Coordinates end-user support for and writes user tests and test scripts.

### **APPLICATIONS ANALYST / PROJECT COORDINATOR II:**

**Above, plus the following:**

- Plans, designs and recommends application systems, interfaces, queries, database, scripting activities and business intelligence/reporting solutions to achieve optimum performance in accordance with the IT Service Level Agreement (SLA).
- Designs applications, interfaces, extract, transform, load (ETL) processes based on business requirements.
- Analyzes, validates, and documents business processes, and system requirements using standard Business Analysis tools and methodologies for the development or procurement of software systems.
- Conducts design sessions and develops design documents.
- Evaluates and monitors acquisition cost of applications, scripting, and reporting tools related items to obtain the best results, meet budget guidelines, and ensure system compatibility.
- Develops technical system documentation, training materials, and provides training to users and support staff.
- Coordinates activities performed by IT, departmental, and vendor resources for operations and projects in accordance with the project plan.
- Prepares presentation materials for meetings; documents and follows up on actions and decisions from meetings.
- Assists in the development and operations of the IT Strategic Plan (ITSP).
- Provides input, recommendations on new technology and solicits technical specifications.
- Sets timelines and expectations for team tasks within project plans.
- Provides guidance to team members and acts as a liaison between the various divisions to other departments.
- Provides subject-matter expertise on complex technical issues.
- Leads and meets user requirements through understanding relationships between the system and business operations.
- Coordinates vendor support, City IT staff and functional users to enable business operations.

## **WORKING CONDITIONS**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading reports and work related documents and using a computer. Acute hearing is required when providing phone and personal customer service. The need to lift, drag and push equipment and materials weighing up to 50 pounds is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

## **Minimum Qualifications**

### **Education and Experience:**

The minimum qualifications for education and experience can be met in one of the following ways:

- A Technology Certificate from an accredited college, university, or trade school in information technology, computer applications, web technologies, computer information systems, application development, database design, programming, technology project management or closely related field AND three years of experience in any one of the focus areas; OR
- An Associate's degree or completion of 60 semester or 90 quarter units at an accredited college or university in business information systems, computer science, information technology, software information systems or closely related field AND two years of experience in any one of the focus areas; OR
- A Bachelor's degree or completion of 120 semester or 180 quarter units from an accredited college or university with concentration in computer science, information technology, engineering, informatics, web science, business information systems or closely related field; AND one year of experience in any one of the focus areas; OR
- At least one of the following certifications: Project Management Professional (PMP), Program Management Professional (PgMP), Professional in Business Analysis (PMI-PBA), Agile Certified Practitioner (PMI-ACP), Certification in Capability in Business Analysis (CCBA), Oracle Certified Professional (OCP), Microsoft Certified Solutions Associate (MCSA), Capital Asset Pricing Model (CAPM), Risk Management Professional (PMI-RMP), Project Scheduling Professional (PMI-SP), SQL Certification or Certified Business Analyst Professional (CBAP) certificate; AND three years of experience in any one of the focus areas.

### **Applications Analyst / Project Coordinator I:**

#### **Knowledge of:**

- Principles and practices of excellent customer service.
- Principles and practices of ITSM (IT Service Management) systems to include Incident/Problem Management; Request Fulfillment; Knowledgebase; Asset Management and IT Service Catalogs.
- Fundamentals of Business Analysis Core Concept Model (BACCM) framework defined in Business Analysis Body of Knowledge (BABOK).
- Concepts of project management from Project Management Body of Knowledge (PMBOK)
- Contemporary industry practices in Business Analysis, Project Management and SaaS or Cloud-based implementations.
- Database design and basic administration of database platforms like SQL Server and Oracle.
- Object-oriented programming languages and associated best practices.
- Basic cybersecurity principles.
- Knowledge of applicable security and data privacy practices and laws.
- Principles, practices, methods and techniques of training and providing technical and functional support to end-users.
- Principles of project management, execution, task completion and resource management.
- Applicable industry and safety codes and technology standards.
- Principles of project management and task completion.
- Principles, practices, methods and techniques of providing customer service, training and providing technical and functional support to end users.
- Office methods, procedures, software and equipment.
- Methods and techniques of troubleshooting systems, connections and infrastructure issues.

- Principles and practices of assuring data security.
- Microsoft Office, Microsoft Project and Microsoft Visio.

**Ability to:**

- Provide excellent customer service.
- Communicate effectively, both orally and in writing; translate between technical and non-technical terms.
- Effectively organize, prioritize and complete work assignments in an expedient and customer service orientation.
- Plan, design, document, install, and support application systems, scripting, business intelligence reports for both enterprise and departmental needs.
- Gather, document, and implement requirements for new systems and system changes of varying scope and complexity.
- Prepare clear and concise written reports and technical documentation.
- Respond promptly and effectively to requests for service, including cybersecurity incidents.
- Develop complex reports using business intelligence tools; convert data into information.
- Learn new business systems, programming languages, reporting tools, databases and other technology tools as required to support the City's operations.
- Perform cost/benefit analysis for applications, reports, systems enhancement or replacement.
- Demonstrate initiative and exercise good judgment in the performance of duties.
- Work independently and as a team member; recognize and set priorities and meet deadlines.
- Work with vendors, ensuring the priorities of the City are met.
- Recognize, set, and follow priorities to meet deadlines.
- Respond to cybersecurity issues and remediate in a timely manner.
- Serve as a client liaison to identify and define project requirements, scope and objectives.

**Applications Analyst / Project Coordinator II:**

**Knowledge of:**

**Above, plus the following:**

- Principles of Information Technology Infrastructure Library (ITIL).
- Basic Principles of Portfolio Management as defined by Project Management Institute (PMI).
- Principles of project management from Project Management Body of Knowledge (PMBOK)
- Intermediate level of Business Analysis Core Concept Model (BACCM) framework defined in BABOK.
- Intermediate practitioner in SaaS or Cloud-based implementation and support.
- Intermediate level in Database Application design.
- Knowledgeable in database administration for SQL Server and Oracle.
- Principles and practices of effective working team environments.

**Ability to:**

**Above, plus the following:**

- Define and implement solutions for documented system function requirements, including system upgrades and participation in RFP/RFQ process.
- Implement new systems and system changes of intermediate complexity.
- Generate user instructions written, oral, diagrammatic or schedule form.
- Analyze cybersecurity issues and remediate in a timely manner.
- Act as a task coordinator or lead of small projects.
- Assist in evaluating new technologies; provide feedback to management on ways to increase efficiencies.
- Prepare written reports, instructions, memos, alerts, knowledgebase or newsletter articles.
- Follow oral instructions, work with minimal supervision to accomplish goals and objectives and complete assigned project task on time.
- Plan effectively, prioritize requests and assignments and meet deadlines.
- Use independent judgment to identify and resolve problems.

**Willingness to:**

- Provide emergency response to reduce downtime, correct errors or monitor vendor activity surrounding critical system failures, off-hours scheduled maintenance downtime or work on call on a scheduled and as needed basis.
- Provide services in different geographical locations throughout the City as requested by users or needed.

### Licenses/Certificates:

Possession at time of hire and continued maintenance of a valid California driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

### DESIRABLE QUALIFICATIONS

- Public sector employment or internship experience.
- Experience developing or implementing a computer system either as part of a work assignment for academic or professional requirements.
- Possession and maintenance of Certified Business Analyst Professional (CBAP)
- Possession and maintenance of Information Technology Information Library (ITIL) certification.
- Certifications in current programming or scripting languages.

### Application and Selection Process

**The final filing date is Wednesday, April 22, 2026 at 5:00 PM or after receiving 100 qualified and complete applications, whichever is first.** If you are interested in this opportunity, please submit a City of Sunnyvale employment application and responses to the supplemental questions to the Department of Human Resources (postmarks or faxes are not accepted). Candidates are asked to fully describe any training, education, experience, or skills relevant to this position. Electronic applications may be submitted on-line through the City's employment page at [Sunnyvale.ca.gov](http://Sunnyvale.ca.gov) and click on JOBS. Late or incomplete applications will not be accepted.

### EXAM PROCESS

Applications will be competitively screened based on the minimum qualifications of this position. Based upon a review of the application materials, the most qualified candidates will be invited to participate in the examination process, which may consist of an **oral examination scheduled for May 13 - May 14, 2026** (Note: The examination process may be changed as deemed necessary by the Director of Human Resources).

### SELECTION PROCESS

Those candidates that receive a passing score on the examination will be placed on an eligibility list for up to one year, in accordance with the City's Civil Service Rules and Administrative Policies. **Top candidates on the eligibility list will be invited to participate in a selection interview with the department tentatively scheduled for the week of May 26, 2026.** Selection interviews will take place in-person, please plan accordingly.

Any candidate selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a comprehensive background investigation, as well as medical exam(s) administered by a City-selected physician(s) before hire. Prior to starting work, all newly-hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination.

### INFORMATION ABOUT PROOF OF EDUCATION

Any successful candidate selected by the hiring department will be required to submit proof of education (i.e., original copy of the diploma or college/university transcripts).

Any successful candidate selected by the hiring department will be required to submit proof of education (i.e., copy of the diploma or college/university transcripts). An applicant with a college degree obtained outside the United States must have education records evaluated by a credential evaluation service at the candidate's expense. Candidates may utilize any third-party agency for the evaluation. If you search 'education equivalency verification' or similar online, you

will obtain results for agencies that provide this evaluation service. A conditional job offer cannot be made until the education has been evaluated and submitted to the Department of Human Resources.

## ADDITIONAL INFORMATION

Summary of Sunnyvale's Employees Association [SEA](#)

[Notice of CFRA \(California Family Rights Act\) Rights and Obligations](#)

For assistance on how to fill out your job application, watch the following video:

- [How to Apply for a City of Sunnyvale Job - YouTube \(5:13\)](#)

The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

The City of Sunnyvale is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other consideration made unlawful under any federal, state, or local laws. The City of Sunnyvale is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at (408) 730-7490 or [recruitments@sunnyvale.ca.gov](mailto:recruitments@sunnyvale.ca.gov).

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### Employer

City of Sunnyvale

### Address

456 W. Olive Avenue

Sunnyvale, California, 94086

### Phone

408-730-7490

### Website

<https://sunnyvale.ca.gov>

## Applications Analyst II Supplemental Questionnaire

### \*QUESTION 1

**Instructions for completing the Supplemental Questionnaire:** The following supplemental questions constitute an examination. Responses are reviewed and rated by Subject Matter Expert(s). The supplemental question examination determines the most qualified candidates to move forward in the recruitment process. The responses to the supplemental questions should be specific, thorough and must be reflected in the Work Experience, Education, and Certificates/Licenses sections of the application. **Please note the information provided in the supplemental questions will not be accepted in lieu of the completed application. Incomplete responses, false statements, copying and pasting responses from Artificial Intelligence (AI) programs, and/or entering "See Resume" will result in an incomplete application and/or disqualification from the recruitment process.** Please be advised that you will be 'timed out' of this page after 30 minutes. It is recommended to copy the supplemental questions that require text answers into a document that you can save on your computer. Prepare your responses in that document and then copy and paste the responses into the spaces provided. Additionally, please save your work continuously. By checking the 'Yes' response below, I indicate that I have read the instructions for completing the application (located in the job posting) and supplemental questionnaire. In accordance with these instructions, I understand that a completed

application and written responses to the supplemental questionnaire are required. I understand the completed application and supplemental question responses will be used to evaluate my qualifications for this position and further identify the most qualified candidates to continue in the recruitment process. Additionally, I certify that I have completed the application and supplemental questionnaire on my own; the information provided accurately reflects my training, education and experience; and I understand the information provided is subject to verification.

- Yes
- No

### \*QUESTION 2

Please select the focus areas that you have work experience in:

- Configured Off the Shelf/Software-As-A-Service (COTS/SaaS) Application Configuration: Responsible for application configuration, including configuring and modifying the configuration of packaged systems to meet evolving and ongoing functional needs of City departments.
- Business Requirements Analysis, System Documentation and Product functionality mapping: Responsible for business requirements, system documentation, and product functionality mapping.
- Application/Interface Development, Database Development and Support, and Support of Custom-developed applications: Responsible for application interfaces and database development.
- Project Management/Coordination Activities: Responsible for managing projects from inception to implementation including all project-related functions coordinating, project plan, risk management plan, and communication plans.
- None of the above.

### \*QUESTION 3

Please select the option that best meets your professional background from the options below. Use the following Focus Areas when considering relevant experience: • Configured Off the Shelf/Software-As-A-Service (COTS/SaaS) Application Configuration: Responsible for application configuration, including configuring and modifying the configuration of packaged systems to meet evolving and ongoing functional needs of City departments. • Business Requirements Analysis, System Documentation and Product functionality mapping: Responsible for business requirements, system documentation, and product functionality mapping. • Application/Interface Development, Database Development and Support, and Support of Custom-developed applications: Responsible for application interfaces and database development. • Project Management/Coordination Activities: Responsible for managing projects from inception to implementation including all project-related functions coordinating, project plan, risk management plan, and communication plans.

- A Technology Certificate from an accredited college, university, or trade school in information technology, computer applications, web technologies, computer information systems, application development, database design, programming, technology project management or closely related field AND three years of experience in any one of the focus areas.
- An Associate's degree or completion of 60 semester or 90 quarter units at an accredited college or university in business information systems, computer science, information technology, software information systems or closely related field AND two years of experience in any one of the focus areas.
- A Bachelor's degree or completion of 120 semester or 180 quarter units from an accredited college or university with concentration in computer science, information technology, engineering, informatics, web science, business information systems or closely related field; AND one year of experience in any one of the focus areas.
- At least one of the following certifications: Project Management Professional (PMP), Program Management Professional (PgMP), Professional in Business Analysis (PMI-PBA), Agile Certified Practitioner (PMI-ACP), Certification in Capability in Business Analysis (CCBA), Oracle Certified Professional (OCP), Microsoft Certified Solutions Associate

(MCSA), Capital Asset Pricing Model (CAPM), Risk Management Professional (PMI-RMP), Project Scheduling Professional (PMI-SP), SQL Certification or Certified Business Analyst Professional (CBAP) certificate; AND three years of experience in any one of the focus areas.

None of the above.

**\*QUESTION 4**

Based on your response to question #2 and question #3, please describe your applicable education and/or experience below including: The name of the technical institute/college you attended, the agency you worked for, the number of years you worked for that agency or employer, your position title, and your specific responsibilities/job duties. **Please do not paste bullet points from your application/resume and ensure this experience is also reflected in the work experience section of the application. If you do not have this experience, please indicate N/A below.**

**\*QUESTION 5**

Please provide an example that describes your experience supporting, implementing or upgrading an ERP/HCM system, Financial System or an HCM system to include report definition creation.

**\*QUESTION 6**

Please briefly describe the most challenging issue you have faced and resolved related to application support or implementing a major ERP, HCM, or Financial system. What made it challenging, what role did you play, and how did you resolve the issue?

\* Required Question