



City of Sunnyvale
Senior Applications Analyst

SALARY	\$65.44 - \$83.52 Hourly	LOCATION	Sunnyvale, CA
JOB TYPE	Full-Time	JOB NUMBER	25-00082
DEPARTMENT	Information Technology	DIVISION	Application and Integration Services
OPENING DATE	08/04/2025	CLOSING DATE	9/4/2025 5:00 PM Pacific

Description

SENIOR APPLICATIONS ANALYST
TWO (2) Regular Full-Time Opportunities

*The position opens **Monday, August 4, 2025**, and the final filing date is **Thursday, September 4, 2025, at 5:00pm** or after receiving 75 qualified applications, whichever is first.*

The City of Sunnyvale is seeking two Senior Applications Analysts in the Information Technology Department.

These positions are intended for support and enhancements of our Oracle Cloud ERP & HCM applications. In addition the positions will assume primary and secondary support roles for multiple enterprise systems including system configuration, reporting and interfaces, day-to-day operational issues, break/fix, configuration, maintenance, upgrades, and on-call rotations.

The ideal candidate will have experience with supporting HCM or Financial systems, preferably an integrated ERP/HCM system, ideally Oracle Fusion Cloud Applications. Our Oracle Cloud ERP modules include General Ledger, Fixed Assets, Procure to Pay, Inventory Management, Accounts Receivable and Project Portfolio Management, and HCM includes Core HR, Benefits, Absence, Time and Labor and Payroll; the position will provide a strong techno-functional foundation to other team members. The candidate we seek will be detail-oriented, able to create and edit documentation, and understand technical complexities involved in functional configuration, integration, interface, and report development with the ability to communicate clearly and concisely with end users.

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

Benefits:

- Eligible for overtime pay
- California Public Employees' Retirement System (CalPERS) Pension
- Retiree medical benefit
- 11 paid Holidays, plus 30 hours* of Floating Holidays (*Prorated based on date of hire)
- Paid Time Off (PTO) accruals

- Generous medical contribution towards medical, dental, and vision.
- Potential for hybrid schedule after 6-month period
- Onsite gym

Under direction of a Principal Applications Analyst / Project Manager or an Information Technology Manager, performs advanced level 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; designs, develops and 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 with system owners, end-users, vendors, the public, and project teams; executes the Information Technology Strategic Plan; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Senior Applications Analyst / Project Manager is an advanced journey level classification in the Applications Analyst / Project Manager series that designs, configures, installs, recommends, evaluates, and maintains application systems, scripts or reports. Positions at this level are distinguished from other classes within the series by the level of responsibility, complexity of duties assigned and independence of action taken. The Senior Applications Analyst / Project Manager is distinguished from the lower-level classification of Applications Analyst I/II / Project Coordinator I/II in that the Senior Applications Analyst / Project Manager requires a higher level of technical and specialized application and business intelligence system expertise and an emphasis in multiple areas of focus. This classification is distinguished from the higher-level Principal Applications Analyst / Project Manager in that the Principal Applications Analyst / Project Manager independently designs and implements the most complex systems, leads larger IT projects and supervises.

The Applications Analyst / Project Manager classification series has four (4) distinct areas of focus listed below. To be hired as a Senior Applications Analyst / Project Manager, the candidate must demonstrate the minimum qualifications with an emphasis in at least two 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 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.

Essential Job Functions

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

- Plans, designs, recommends, 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.
- Designs, documents, develops, codes, tests, and debugs applications and interfaces.
- Analyzes, validates, and documents business processes and system requirements using standard Business Analysis tools and methodologies for the development or procurement of software systems.
- Designs, 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.
- Conducts design sessions and develops design documents.
- Evaluates and monitors cost acquisition of applications, scripting, and reporting tools related items to obtain the best results, meet budget guidelines, and ensure system compatibility.
- 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.
- Develops technical system documentation, training materials, and provides training to users and support staff.
- Leads and coordinates IT, departmental and vendor resources for 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 and recommendations on new technology and solicits technical specifications.
- 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.
- Provides guidance to team members.
- Acts as a liaison between the various divisions within the department along with the client departments.
- Provides subject-matter expertise on complex technical issues.

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 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 six years of experience in any two of the focus areas; OR
- An Associate's degree or have completed 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 six years of experience in any two of the focus areas; OR
- A Bachelor's degree or four years of full-time post-secondary education from an accredited college or university with concentration in computer science, information technology, engineering, informatics, web science, business information systems or related field AND five years of experience in any two of the focus areas; OR
- At least one of Project Management Professional (PMP), Program Management Professional (PgMP); or two of 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 six years of experience in any two of the focus areas.

NOTE: A Master's of Science degree in Computer Science, Computer Engineering, Computer Information Systems, Public Administration, Business Administration or related field may be substituted for one year of experience.

Knowledge of:

- Principles and practices of excellent customer service.
- Principles and practices of ITSM (IT Service Management) systems to include Incident/Problem Management; Request Fulfilment; Knowledgebase; Asset Management and IT Service Catalogs.
- Developments and trends of application and reporting solutions.
- Fundamentals of Business Analysis Core Concept Model (BACCM) framework defined in Business Analysis Body of Knowledge (BABOK).
- Advanced 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, web and mobile application programming languages and associated best practices.
- Principles and practices of assuring data security and cybersecurity threats Software Application Lifecycle Management, Requirements Management, Configuration Management, and software issue tracking. RDBMS programming including stored procedures and user functions
- Basic knowledge of Local Area Network (LAN), wireless, and Wide Area Network (WAN) technology.
- Principles of project management, task completion, and resource management.
- Microsoft Office, Microsoft Project and Microsoft Visio.
- Team formation and execution; how to motivate teams.
- Cost-benefit analyses to recommend the most effective solution.

Ability to:

- Provide excellent customer service.
- Communicate effectively, orally and in writing.
- Gather and document requirements for function changes and new requirements, translating user defined requirements into technical specifications.
- Plan, design, document, install and support application systems, scripting, business intelligence reports for both enterprise and departmental needs.
- Effectively organize, prioritize, and follow-up on work assignments to meet established deadlines.
- 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.
- Establish and maintain and promote positive and effective working relationships with employees, other agencies, public officials, and the public.
- 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.
- Serve as a client liaison to identify and define project requirements, scope and objectives.
- Coordinate project activities, resources, and schedule with project teams.
- Provide guidance and direction to team members

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

- Previous experience working in a public agency.

- Experience implementing new software solutions within an organization and/or successfully leading a complex IT project.
- Possession and maintenance of Project Management Professional (PMP)
- Possession and maintenance of Capital Asset Pricing Model (CAPM)
- Possession and maintenance of Certification in Capability in Business Analysis (CCBA)
- Possession and maintenance of Certified Business Analyst Professional (CBAP)
- Possession and maintenance of Microsoft Certified Solutions Associate (MCSA)
- Possession and maintenance of Information Technology Information Library (ITIL) certification.
- Possession and maintenance of Program Management Professional (PgMP) certification.
- Certifications in current programming or scripting languages.

Application and Selection Process

APPLICATION PROCESS

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 by **5:00 pm on September 4, 2025 (postmarks or faxes are not accepted) or after receiving 75 qualified applications, whichever is first.**

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 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 **Wednesday, September 24, 2025 and/or Thursday, September 25, 2025.** (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 on **October 2, 2025 - October 3, 2025, In Person.** Any candidate that is selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a background history check, as well as a 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. Positions which are covered by the Department of Transportation regulations are required to submit to a pre-employment drug test and to random drug and alcohol testing.

INFORMATION ABOUT PROOF OF EDUCATION

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

Positions in this job classification are represented by the Sunnyvale Employees Association (SEA).

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. It is the policy of the City of Sunnyvale not to discriminate against all qualified applicants or employees on the basis of actual or perceived race, religion (including religious dress or grooming practice), color, sex (includes gender, pregnancy, childbirth, medical conditions related to pregnancy or childbirth, breastfeeding or medical conditions related to breastfeeding), gender identity and/or gender expression, sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnic or national origin, ancestry, citizenship status, uniformed service member status, marital status, family relationship, age, cancer or HIV/AIDS related medical condition, genetic characteristics and/or genetic information, and physical or mental disability. Applicants needing special accommodations for testing should submit a request to the Department of Human Resources at time of application.

Employer

City of Sunnyvale

Address

456 W. Olive Avenue

Sunnyvale, California, 94086

Phone

408-730-7490

Website

<https://sunnyvale.ca.gov>

Senior Applications Analyst Supplemental Questionnaire

***QUESTION 1**

Instructions for completing the supplemental questionnaire:

This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

Please be advised that you will be 'timed out' of this page after 30 minutes. Therefore, it is best to copy the supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.

The completed application and responses to supplemental questions constitute an examination. **Note: qualifying experience must be reflected on the education, work experience, Certificates/Licenses section of the job application form. Please note the information provided in the supplemental question will not be accepted in lieu of completing the work experience section of the application.**

Resumes may be attached, but they will not be accepted in lieu of completing the work experience section of the application or the supplemental questions. The information you provide will be used to further identify those

applicants who are best qualified to continue in the selection process for this position.

Your responses to the questions that require you to detail your background and experience should include the following information:*

- The number of years of experience you have had performing the duties that you are describing;
- The name(s) and type(s) of organization(s) where you obtained such experience; and,
- Your role and specific responsibilities within the organization(s).

****Responses to the supplemental questions that indicate "see resume" are considered incomplete.*** By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.

Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.

☐ Yes

☐ No

***QUESTION 2**

Please check one of the following that best describes the combination of your education and experience. *Focus Areas: 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 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 six years of experience in any two of the focus areas.

☐ An Associate's degree or have completed 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 six years of experience in any two of the focus areas.

☐ A Bachelor's degree or four years of full-time post-secondary education from an accredited college or university with concentration in computer science, information technology, engineering, informatics, web science, business information systems or related field AND five years of experience in any two of the focus areas

☐ At least one of Project Management Professional (PMP), Program Management Professional (PgMP); or two of 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 six years of experience in any two of the focus areas.

- ☐ A Master's of Science degree in Computer Science, Computer Engineering, Computer Information Systems, Public Administration, Business Administration or related field AND four years of experience in any two of the focus areas.
- ☐ None of the above

*QUESTION 3

If any combination other than 'None of the above' is selected, please describe in detail your related education and experience. In your answer, include the degree and major or the specific technology certificate, or the specific certification you have obtained. Also include the names of the agency/company you obtained your experience, number of years of experience and, your role and specific responsibilities. If you do not have the education and experience, please indicate N/A in the box below. **Please answer this question thoroughly, clearly, and concisely as the responses provided will be carefully reviewed to determine which candidates move forward in the recruitment process.**

*QUESTION 4

Please select one or more 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 5

For each selected area of focus above, please provide a description of your experience including the employer, number of years, your role and your responsibilities.

*QUESTION 6

Please describe your technical or functional support experience with HCM, Financial systems, or integrated ERP systems. In your response below, provide specific details including the agency you worked for, number of years at the employer, and specific job duties relative to HCM (human resources, benefits) or financial systems (systems for financial management, procurement, and payroll, etc.).

*QUESTION 7

Please provide a brief description of your experience for each of the areas in which you have working knowledge in the box provided below. Please include your experience level (beginning, intermediate or advanced) and your total number of years of experience for each item with your roles and responsibilities below. • Business System configuration • Reporting (e.g. Oracle BIP reporting, Oracle OTBI reporting, Crystal, Microsoft SSRS, etc.) • Data Warehousing & tools • Integration development (e.g. Oracle HCM extraction, Oracle FBDI/ADF DI, Oracle HDL/HSDL,

Microsoft SSIS, etc.) • Open Data & tools • Application development tools (e.g. Oracle Visual Builder Studio, Microsoft Visual Studio, etc.) • Microsoft SQL Database Management & tools • Oracle Database Management & tools • PLSQL or Transact-SQL scripting • Oracle Fusion Fast Formula scripting • SOAP and RestAPIs • Other scripting language (i.e. PowerShell, Python, C#, VB, etc.)

* Required Question