

## POSITION DESCRIPTION

### Programmer Analyst I

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**Position** ..... Programmer Analyst I

**Department/Site** ..... Technology and Computer Services

**FLSA** ..... Non-Exempt

**Evaluated by** ..... Network, Central Computing and Telecommunications Supervisor

**Salary Range** ..... 40

#### **Summary**

Performs analysis, design, development, testing and documentation of computer systems and applications for academic and/or business purposes. Consults with staff and coordinates projects for the design and modification of well-defined applications. Provides technical support, troubleshooting and problem resolution for staff on computer applications. Develops interfaces to external systems.

#### **Essential Duties and Responsibilities**

- Prepares and modifies well-defined applications, generally involving staff members of a single organizational unit. Follows systems development life cycle techniques and utilizes joint application development processes.
- Defines the scope and objectives for applications, along with constraints and system requirements. Analyzes and defines current organizational functions and processes to determine application needs and requirements.
- Documents workflow using organization and data flow charts and other related materials. Produces application design specifications and documentation on inputs, outputs, and data structures.
- Designs inputs, including data entry screens, forms and files. Designs outputs, including reports, files, and display screens. Designs logical and physical database structures and relationships.
- Schedules and presents designs for higher level reviews and department feedback.
- Develops, codes, tests and maintains application software on legacy and networked platforms.
- Assists higher level Analyst/Programmers in converting applications from one platform to another. Installs, integrates, tests and tunes software according to test results.
- Implements data conversions and transitions from old to new systems. Develops user and system documentation.
- Plans and conducts user training, including preparation of training materials.
- Provides technical support, problem resolution, and data research for assigned end users.
- Troubleshoots application errors. In conjunction with users, isolates problems from symptoms, determines alternatives and develops and implements solutions. If problem is user error, works with staff to improve user instructions or train for better understanding.
- Meets with and advises users on legacy and web-based applications. Participates in "brainstorming" sessions to resolve user questions and problems.
- Works with external agencies, independent contractors, vendors, and organizations on technology services, applications, and/or data requirements.
- Maintains up-to-date knowledge of evolving computer technologies, including hardware, software releases, languages, problem solving techniques, and development tools.
- Performs other duties as assigned that support the overall objective of the position.

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#### **Qualifications**

##### **Knowledge and Skills**

- Requires a working knowledge of computer applications, operating systems, hardware, telecommunications, and network systems.
- Requires in depth knowledge of program development techniques, procedures, tools, and documentation requirements as well as software systems development life cycles.
- Requires a working knowledge of the principles and procedures of computer systems, including analysis, and design.
- Requires a working knowledge of relational database concepts, design techniques, and tools.
- Requires working knowledge of computer file methods, structured testing techniques, and programming languages used by the District such as COBOL, Visual Basic, SQL, ASP or others currently in industry use.
- Requires knowledge of object-oriented software development techniques and tools.
- Requires problem solving and analytical skills.
- Requires sufficient communication skills to provide technical assistance and determine department needs or problems.

##### **Abilities**

- Must be able to perform all of the relevant duties of the position with only general supervision.
- Must be able to operate a variety of computer terminals, printers, and peripheral equipment.
- Must be able to learn and apply information systems solutions to an educational environment, such as those used for fund accounting, student records, attendance accounting, and on-line transactions.
- Requires the ability to analyze technical problems and to develop and apply appropriate solutions.
- Must be able to design, program, install, and maintain programs for existing applications and systems, including databases.
- Requires the ability to analyze data and develop logical solutions.
- Requires the ability to debug program code.
- Requires the ability to discuss technical information with users, discern their needs and develop programs, systems, screens, etc., which meet those needs.
- Must be able to communicate technical and complex information to non-technical users.
- Requires the ability to provide training to on-line users in use of computer equipment and operating procedures.
- Must be able to read, understand and apply information from technical manuals and education code regulations.
- Must be able to prioritize work in order to meet deadlines and maintain schedules.

#### **Physical Abilities**

- Incumbent must be able to function effectively indoors engaged in work of primarily a sedentary nature.
- Requires the ability to sit for extended periods of time to accomplish data entry and deskwork.

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- Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard, multi-media presentation, and other office equipment.
- Requires normal hearing and speaking skills to communicate in one-on-one and small group settings and distinguish sound prompts from equipment.
- Requires visual acuity to read printed materials and computer screens.

#### **Education and Experience**

- An associate degree in computer science, or the completion of at least sixty (60) college-level semester units, and two years of computer programming experience; or, in the absence of an associate degree, or the completion of at least sixty (60) college-level semester units, four years of computer programming experience.

#### **Licenses and Certificates**

- May require a valid driver's license.

#### **Working Conditions**

- Work is performed indoors where minimal safety considerations exist.