CLASS TITLE: SENIOR PROGRAMMER ANALYST

BASIC FUNCTION:

Under the direction of the Associate Vice Chancellor, Information Technology, or higher-level administrator, lead, oversee, and participate in the most complex and difficult design, programming, testing, installation, and maintenance of information systems.

REPRESENTATIVE DUTIES:

Serve as a technical expert and internal consultant regarding District programming activities; consult with management, staff, and college faculty to analyze business processes and identify functional requirements for software systems; make recommendations and propose solutions to improve business operations and resolve problems.  

Develop and implement software components and computer programs according to overall system specifications; document new programs and changes to existing systems in accordance with established standards and procedures.  

Develop, analyze, formulate, and recommend specifications for programming modifications and improvements, including system flow charts, program logic, database access methods, input/output procedures, and record/report layouts, which make effective use of the technical environment.  

Provide technical support to end users; respond to requests and inquiries regarding the operation, use, and capabilities of information systems; work in conjunction with user support staff to resolve problems in an efficient manner; prepare end user and technical documentation and instructions; conduct user training sessions as required.  

Manage information technology projects; prioritize projects and tasks and coordinate staff resources as necessary; exercise functional supervision over lower-level staff and contractors as warranted.  

Analyze, design, and implement relational databases; design and create stand alone databases for data collection, analysis, and reporting as assigned.  

Coordinate the implementation, maintenance, and testing of new releases of administrative systems provided by third-party vendors.  

Perform ongoing system, application, and software maintenance; review and evaluate previously implemented systems for accuracy and efficiency; perform upgrades, modifications, and enhancements as necessary.  

Write new programs and perform corrections of existing programs as required.  

Serve as Information Technology Department representative for District technology committees or task forces as required.
Assist staff in production scheduling, running system processes, and in management of the District’s administrative information systems database. *E*

Assist in the maintenance of appropriate test databases and environments for testing and debugging the application systems. *E*

Perform related duties as assigned.

*E = Essential Duties*

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Advanced methods and techniques of software development and programming
- Advanced functions and capabilities of computer software applications, including database and spreadsheet applications
- Advanced functions and capabilities of various server and workstation operating systems applicable to the position
- Principles, procedures, and methods used in data acquisition, storage, structuring, and retrieval
- Principles and techniques of systems analysis, design, and testing
- Methods and techniques of program documentation and version control
- Reporting and query tools applicable to the position
- Programming and script languages applicable to the position
- Tools and methods used in web page design and development
- Enterprise Resource Planning (ERP) systems
- New trends in the field of information technology
- Principles of database design
- Relational database management systems (RDBMS)
- Principles of project management
- Principles of business writing and administrative report preparation
- Principles of training

**ABILITY TO:**

- Write and code highly complex programs
- Prepare clear and logical systems design
- Present and explain technical concepts to a non-technical audience
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work
- Provide guidance, direction, and training to end users and staff
- Work independently in the absence of supervision
- Identify, analyze, evaluate, and solve complex system and programming problems
- Interpret, apply and explain rules, regulations, policies, and procedures
- Organize and prioritize timelines and project schedules in an effective and timely manner
- Learn the characteristics of new systems and update skills to adapt to changing technology
- Write clear and comprehensive reports, instructions, and program documentation
- Understand and follow oral and written instructions
EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education

A bachelor’s degree from a recognized college or university preferably with coursework in management information systems, computer science, information technology, or a related field. Experience in addition to that listed below may be substituted for two years of the required education on a year-for-year basis provided that graduation from high school or evidence of equivalent educational proficiency is met.

Experience

Three years of recent, full-time paid experience in business applications analysis, design, and programming for a medium or large scale enterprise. Experience with an Enterprise Resource Planning (ERP) system is preferred.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment

PHYSICAL ABILITIES:

Sitting, standing and walking for extended periods of time
Seeing to design and program applications
Hearing and speaking to communicate with users
Dexterity of hands and fingers to operate a keyboard
Kneeling and bending to install networks and PCs

HAZARDS:

Extended viewing of a computer monitor
Extended use of keyboard and mouse