PROGRAMMER ANALYST

CLASS CODE: 99-31-09

POSITION PURPOSE

Maintains assigned established information systems by responding to clients' needs and researching and devising appropriate solutions to ensure continuing system capability and availability; expands business knowledge and under supervisory direction applies what is learned to resolve business problems; and participates in maintaining established and developing new information systems through ongoing support and by serving on development teams.

DISTINGUISHING FEATURE

This position maintains assigned information systems through timely and efficient upkeep of technology that allows continual and successful use of systems by end users; and researches and acquires knowledge of Unified Judicial System (UJS) systems in order to provide

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list inclusive.

1. Recommends solutions to problems with assigned systems by defining clients' issues, analyzing programming code, reviewing existing data, and developing corrective measures to restore functionality and fulfill users' needs.
   a. Receives work orders from supervisors, and may meet with clients to identify and further define problems.
   b. Prepares estimates of project time for supervisors' authorization.
   c. Studies programming code, requests input from senior members and managers if necessary, and determines the probable source(s) of the problems.
   d. Revises programming codes and tests resulting changes prior to supervisory approval.

2. Performs maintenance to existing information systems as assigned, and participates on development teams to create new and expand existing information systems to improve and enhance available technology.
   a. Learns and uses appropriate development languages.
   b. Develops functional and technical program specifications.
   c. Designs, develops, maintains, tests, and implements programs in information systems as assigned.
   d. Develops and applies test data to information systems.

    e. Instructs clients on use of information systems.
    f. Corrects programs' malfunctions.
    g. Reads output from code utilities and error messages.
    h. Designs systems' architecture and workflow.
    i.   Writes, tests, and debugs computer code.
    j. Works with users to identify systems' bugs.

3. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position is responsible for oversight of assigned information systems under general supervision of immediate supervisors.

ESSENTIAL FUNCTIONS REQUIRE

Operating computer systems' hardware and technology; operating standard office equipment such as copiers, telephones, etc.; sitting for extended periods of time; and attendance in accordance with rules and policies. The incumbent is also required to work effectively with coworkers and the public; understand, evaluate, and analyze statistical data and draw reasonable and accurate conclusions from that data; manage stress appropriately; meet deadlines; demonstrate initiative and motivation; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

PROBLEMS AND CHALLENGES

The incumbent is challenged to analyze information systems' problems causing issues with business operations, and translate them into efficient computerized solutions. This is difficult because it involves reviewing and analyzing complex computer programming coding, databases, tables, and reports; acquiring knowledge and understanding of business functions; developing and testing solutions; and translating technical terms into understandable language for end users.

Typical problems include correcting, coding, and testing of programs; identifying system design problems; and determining how required enhancements to existing systems may be applied while maintaining the systems' integrity and operational status.

DECISION-MAKING AUTHORITY

Decisions include program design and language, file structure, screen, and report layouts; determining and creating proper test data; and priority of work requests within assigned area of responsibility.

Decisions referred to a superior include overall priority of work requests, approval of application design, and policy interpretations.

CONTACT WITH OTHERS and PURPOSE

Daily contact with supervisor and other developers within the I/T Office to ensure that work is carried out properly; routine contact with end users as assigned to gather information on new or revised information systems; and contact as necessary with the UJS computer training specialist to provide relevant information on system changes that will impact end users.

WORKING CONDITIONS

The incumbent works in a typical office environment, and may be subject to on-call or after-hours work to resolve system problems as approved by supervisor.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities

Knowledge of:
- computer science;
- programming principles, techniques, and languages;
- current tools and technologies;
- operating characteristics of environments of assigned information systems;

Skill in:
- multi-tasking;
- logical reasoning.

Ability to:
- communicate with technical and non-technical clients and translate their needs, ideas, and suggestions into logical solutions to business problems;
- analyze and resolve information system errors;
- use and apply standard principles, theories, and concepts of computer programming and design;
- learn at a fast pace.

Education:

Associate's degree from an accredited university, college, or technical school in computer science, information systems technology, or related field.

Experience:

One (1) year of programming experience; or an equivalent combination of related education and experience.