ANALYST/PROGRAMMER

BASIC FUNCTION

Develops, modifies, maintains, and enhances enterprise-wide, department-specific applications; designs, modifies, codes, and tests software and ensures functionality; incorporates databases into the design process; and performs ongoing applications maintenance.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for independently performing professional duties in support of a diverse range of District business, administrative, and academic applications. Employees at this level exercise judgement and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Performs a diverse range of professional duties in maintaining programming code for existing administrative software applications and in troubleshooting existing standard and custom software processes.
2. Designs, develops, and implements moderate to complex custom software applications.
3. Designs, develops, and implements static and dynamic web content for administrative web applications.
4. Designs and implements program test scenarios for quality control purposes.
5. Performs program analysis for new and existing software applications as requested; works with staff to analyze the impact of vendor patches and/or updates against customized components.
6. Provides technical support and documentation for departmental staff.
7. Evaluates requests from management for new and modified programs to determine feasibility and compatibility with the existing administrative software applications; provides feedback on third-party software and their associated interfaces to internal administrative software applications.
8. Assists in the development of programming policies and procedures and provides input based on expertise.
9. Attends departmental and committee meetings to provide input pertaining to administrative systems applications as appropriate.
10. Develops additional skills, knowledge, and abilities though education, training, in-services, seminars, and conferences to maintain and enhance the level of knowledge and skills required to satisfactorily complete job assignments, to stay current with technology trends related to areas of responsibility, as well as to provide recommendations to improve software applications and procedures.
11. Participates in District-provided in-service training programs.
12. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Principles and practices related to software installation, deployment, and maintenance.
2. General principles and practices of information security.
3. Principles and practices of computer system design, database organization, structure and optimization, and structured queries.
4. Principles and practices of information system procedures, problem diagnosis and resolution, problem solving techniques, and documentation standards.
5. Database development and operation principles and practices.
6. Principles and practices of project life cycles.
7. Standard programming methods, languages, and debugging techniques.
8. Student Information System usage and development.
9. Techniques and methods of writing and maintaining technical operating instructions and documentation.

Ability to:

1. Develop, integrate, and maintain assigned application(s) to meet business needs.
2. Assist in the installation, maintenance, and troubleshooting of applications.
3. Participate in design sessions and process improvement sessions to discuss application capabilities.
4. Analyze and evaluate complex processes and convert them into functional software.
5. Participate in software development, enhancement, and maintenance projects.
6. Prepare clear and concise technical documentation, reports of work performed, and other written materials.
7. Utilize expertise to inform or assist colleagues.
8. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
9. Communicate effectively in the course of performing work tasks.
10. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
11. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
12. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

A bachelor's degree with coursework in computer science or a related field and four (4) years of progressively responsible programming experience; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and

retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and explaining departmental policies and procedures.