

**San Jose · Evergreen Community College District  
Classified Job Description**

**Position:** Programmer Analyst

**Department:** Information Technology Services &  
Support (ITSS)

**Location:** District Office

**Date:** November 14, 2018

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**POSITION PURPOSE**

Under the direction of the Director of Enterprise Application Services or assigned administrator, the Programmer Analyst provides technical, procedural and process support for assigned functional area including but not limited to finance, human resources, student and financial aid, etc. The position is responsible for business process analysis and maintenance of district-wide software systems, and provides technical training and support to users in assigned areas. Incumbents in this position assist in the design, support and development of applications in a structured relational database and networked application environment using project management principles and software development life cycle processes.

**DISTINGUISHING CHARACTERISTICS**

The Programmer Analyst typically works under the guidance of a Programmer Analyst, Senior for assigned applications and systems tasks. The Programmer Analyst acts as a technical liaison with assigned business units to analyze business processes and to gather requirements for process improvement projects.

**KEY DUTIES AND RESPONSIBILITIES:**

1. Perform maintenance, implementation, support and testing duties involving multiple platforms and technologies for assigned functional areas.
2. Consult with users to determine business process requirements and objectives and to identify problems in existing programs and systems; discuss projects and feasibility of programming projects.
3. Perform installation and configuration of software packages; confer with other staff as needed to resolve application, system and/or network conflicts.
4. Participate in the review and documentation of processes and procedures regarding requirements, organization and flow of data, methods, forms and reports.
5. Provide support to assigned functional areas for data standards, software updates, testing and reporting requirements (such as the State MIS report, data warehouse, etc.).
6. Maintain and support applications and respond to routine customer calls and requests for application support and modifications; escalate appropriately for further technical support which way include interacting with vendors.
7. Assist with the development, preparation or modification of technical manuals, user documentation and operational procedures.
8. Train and support users in the use of new or existing applications; encourage technological competence and confidence throughout the institution.
9. Perform related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

1. Principles and techniques of business process analysis and design.
2. Elements of systems and procedure analysis.
3. Principles of program design, coding, testing and implementation.
4. SQL, JavaScript and .NET programming environments.
5. Principles of operations of computer technology and telecommunications.
6. Database functions and data structure.
7. Interpersonal relationship techniques.
8. Software development life cycle and principles of programming, testing and implementation.
9. Principles of training, support, and services to end-users.

### **Skills and Ability to:**

1. Analyze business processes, evaluate alternatives and devise cost-efficient, user-friendly solutions.
2. Establish and maintain cooperative and effective working relationships with others.
3. Understand multiple database structures and business process workflow.
4. Organize, plan and complete application projects within District quality standards.
5. Communicate technical application issues effectively to non-technical parties orally and in writing.
6. Prioritize and manage assigned projects by work schedules and task timelines.
7. Work with attention to detail and independently with minimum supervision.

### **Experience and Education:**

1. An Associate's degree from an accredited institution with major course work in computer science, information technology or related field.
2. Two years of experience performing duties in computer science, information technology, process analysis or related field.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

## **WORKINGS CONDITIONS**

**Environment:**

1. Office environment.

**Physical Demands:**

1. Hearing and speaking to exchange information in person or on the telephone.
2. Seeing to view a computer monitor.
3. Dexterity of hands and fingers to operate a computer keyboard.
4. Sitting for extended periods of time.

Board Approved: 08/05/2000, 07/01/1999, 11/13/2018

Salary Range: 132 (reclassified from Applications Analyst range 122)

EEO Category: 2B2 – Other Professionals