San Jose · Evergreen Community College District
Classified Job Description

Position: Programmer Analyst, Senior   **Department:** Information Technology Services & Support (ITSS)

Location: District Office   **Date:** July 1, 2017

POSITION PURPOSE

Under the direction of the Director of Enterprise Application Services or assigned administrator, the Programmer Analyst, Senior provides technical, procedural and process support for assigned functional areas including but not limited to finance, human resources, student, instruction, research and financial aid, etc. The position is responsible for the development and maintenance of district-wide administrative software system, and serves as a technical resource to end users. Responsibilities include providing technical direction and collaborating with other information technology staff in a team environment; providing technical training and support to end-users; developing and supporting business processes and reports for different functional areas. This position works with a highly structured relational database and networked application environment using project management principles and software development life cycle processes.

KEY DUTIES AND RESPONSIBILITIES:

1. Perform specialized applications programming, testing, implementation, support and maintenance duties involving multiple platforms and technologies.

2. Meet with clients to develop functional specifications for applications and systems; customize or develop applications using an appropriate programming language and development platform.

3. Provide work scope, milestones, task decomposition and effort estimates for projects to be prioritized and scheduled; develop processes for testing, validation and verification of programs or reports.

4. Create installation packages and deploy new software solutions; code, test and debug program modifications and resolve program issues; confer with other staff as needed to resolve application, system and/or network conflicts.

5. Design and implement custom application software using CASE tools; write codes for complex processes and programs in SQL, C#. Net or other programming languages in support of the District's ERP system.

6. Serve as a project lead and technical resource to work with others regarding complex and difficult applications issues.

7. Participate in the review and definition of assigned functional areas, processes and procedures regarding requirements, organization and flow of data, methods, forms and reports.

8. Provide programming and analysis support to assigned functional areas to include data standards, software updates, testing and reporting requirements such as the State MIS report and the District's internal data warehouse.

9. Maintain and support existing applications and respond to routine customer calls and requests for application programming support and modifications.

10. Monitor servers; resolve system problems or escalate appropriately for timely technical support.

11. Assist with the development, preparation or modification of technical standards, technical manuals, user documentation, operational procedures and system performance objectives.

12. Train and support users in the use of new or existing applications; encourage technological competence and confidence throughout the institution.

13. Perform related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Software development life cycle and principles of program design, coding, testing and implementation.

2. Object-oriented programming language and integrating programs with APIs, Web services and web-based applications.

3. Principles and techniques of business process analysis and design.

4. Elements of systems and procedure analysis.

5. Computer technology and telecommunications.

6. Database functionality, programming and structure.

7. Network functions, integration and security; application security integration with Active Directory, SAML and other standards.

8. Principles of training, support, and services to end-users.

9. Interpersonal relationship techniques.

10. Principles of providing work direction and guidance to others.

Skills and Ability to:

1. Analyze complex user problems, evaluate alternatives and devise cost-efficient, user-friendly solutions.

2. Establish and maintain cooperative and effective working relationships with others.

3. Understand relational database structures, logging, data transactions and security.

4. Organize, plan and complete application projects within District quality standards.

5. Communicate complex, technical application issues clearly to non-technical parties orally and in writing.

6. Provide project leadership, work direction and guidance to others.

7. Prioritize and manage assigned projects by work schedules and task timelines.

8. Work with attention to detail and independently with minimum supervision.

Experience and Education:

1. A Bachelor's degree from an accredited institution with major course work in computer science, information technology or related field.

2. Three years of experience performing duties comparable to those assigned to an Application Analyst.

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

Physical Demands:

1. Must sit for long periods of time, use hands and fingers to operate an electronic keyboard, reach with hands and arms, and speak clearly and distinctly to ask questions and provide information, hear and understand voices over telephone and in person.

2. The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Board Approved: 6/13/17
Salary Range: 142 (reclassified from Sr. Application Analyst range 132)
EEO Category: 2B2 – Other Professionals