



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

PROGRAMMER ANALYST

A Classified Position

[Grade 37 – Salary Schedule 60](#)

A. General Statement

The Programmer Analyst performs complex technical work involved with analysis, design, programming, testing, implementation and maintenance of the District's information systems. The Programmer Analyst has responsibility for performing necessary research and analysis to provide management, technical personnel, and end users with the information and specifications required to configure and operate the District's information systems. The employee assists in systems and application implementations, including application module updates and new application module installations, as well as assists in the development of standards and procedures to obtain optimum, reliable performance of the District's business systems. Public contact is moderate, primarily involving department staff and College and District employees for the purpose of providing technical assistance. A considerable degree of independent judgment and creativity is required to independently perform assigned work following prescribed procedures and to apply those procedures to the work of user departments. Consequences of errors in judgment can be costly in employee time; however, management and procedural controls limit the risk of serious consequences. A Programmer Analyst can lead the work of other staff and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Under direction, the position evaluates, develops, coordinates user testing and implements a variety of moderately difficult computer programs and systems, and identifies application program problems for resolution
2. Exchanges information with ITS department staff regarding programming project plans, staff assignments and workload priorities
3. Provides technical information to users as assigned
4. Meets with senior programming staff to analyze and resolve more complex problems as they occur
5. Attends workshops, seminars and other meetings to obtain current information
6. Analyzes, develops, codes, tests, debugs, implements, and maintains existing programs of business applications of moderate complexity and scope, using the District's current application programming and relational database management system toolset
7. Creates, tests, verifies, debugs, revises and refines new complex programs
8. Revises and refines existing programs and systems

9. Prepares detailed flow charts and documentation for computer programs
10. Writes operating instructions for the processing of jobs and reports
11. Creates system and end-user documentation of new programs and changes to existing application systems in accordance with established standards and procedures
12. Reviews performance of installed systems to ensure that desired performance and application objectives are met
13. Recommends corrective action when necessary
14. Trains and coordinates the work of other staff and student assistants as assigned
15. Works independently on basic system and programming specifications utilizing established standards and procedures, and receives instruction and guidance on new or abnormal assignments to be reviewed by higher-level staff for accuracy
16. Assists higher level programmers in the development of complex programs
17. Verifies coded logic by testing and correcting programs following departmental standards
18. Coordinates and performs the installation of patches, fixes and testing of primary business applications
19. Develops modifications or enhancements to existing business application programs to meet user needs or system design changes
20. Assists in system analysis and design
21. Participates and assists in user consulting, systems design, and vendor contacts, and communicates with user department staff, vendors and information services personnel to monitor accuracy and efficiency of systems and program
22. Analyzes data and performs manual changes to on-line databases to correct user errors.
23. Performs other related duties as assigned

C. Requirements

1. Associate degree or other equivalent educational program in programming or a closely related field
2. Successful work experience of increasing responsibility that has included computer programming
3. Extensive public contact experience with people at various levels within organizations who are diverse in their cultures, language groups and abilities
4. Demonstrated skill in the use and application of various programming languages, systems, and procedures
5. Demonstrated skill in written communication, including development of procedural documentation
6. Skill in training and leading the work of others
7. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
8. Possession of a valid California Driver's license (or the ability to obtain one) and the ability to drive a motor vehicle to off-campus sites

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires attention to detail; logical / linear thinking; good memory; data analysis and synthesis; manual dexterity; visual comparison and acuity; sitting for long periods of time; adaptability; flexibility; patience; and tact in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of complex computer programming languages, techniques, and procedures
2. Knowledge of applicable computer systems and their use for office procedures
3. Knowledge of computer input and output processing and the sources of program failures
4. Skill in the areas of computer science, application programming, and the operating systems used by the District
5. Skill in respectful, sensitive communication with people at various levels in the organization who are diverse in their cultures, language groups, and abilities

6. Skill in communication, including writing clear and logical work instructions
7. Skill in analyzing existing programs and in preparing forms for documentation
8. Skill in written communication, including composing of technical documentation
9. Skill in performing complex program and problem analysis
10. Ability to evaluate complex business problems and effectively communicate alternative solutions at the technical and user levels
11. Ability to work effectively as part of a customer service team

(2/2015)