PROGRAMMER/ANALYST TECHNICIAN

JOB PURPOSE AND SUMMARY

Performs administration duties for enterprise systems centralized in Information Services, including system configuration, report and query development; process review and requirements analysis and documentation, feasibility and cost-benefit analysis, budget expenditure tracking, project scoping, planning and coordination; product testing, training, and coordination; metric tracking and reporting, liaison to departments and vendors, and general user support.

CLASSIFICATION DISTINCTIONS

The Programmer/Analyst Technician is considered the entry level position within the Programmer/Analyst job family. Incumbents normally work under general direction from a higher level Programmer/Analyst or an Information Systems Supervisor/Manager. Incumbents will work with customers, vendors, and other technical staff on a daily or as-needed basis. Incumbents may be asked to lead small projects for the centralized system as well as participate as a member of a project team on other related-projects.

The Programmer/Analyst Technician is distinguished from the higher levels of the Programmer/Analyst job family, in that the Technician is not responsible for programming or managing projects in support of client needs.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Conducts interviews, surveys, focus groups, and business process and document reviews to understand business needs and how business needs will be resolved by using the centralized system. Prepares appropriate documentation to support analysis of business needs.

- Administers the centralized system including set up and maintenance of table codes, user accounts, system security, development and configuration of queries and reports; running of processes and reports, etc.

- Provides first level of support for users of the centralized system. Administers a request tracking system for the centralized system to ensure requests are appropriately logged, prioritized, and resolved in a timely manner. Works with departments to routinely review and reprioritize requests.

- Works with Department Information Services Coordinators (DISC), functional leads, and users to identify and document interface, report, and query layout requirements for the centralized system. Based on requirements, creates reports and queries using 3rd-party query and report tools such as Crystal Reports, Microsoft Access, and Microsoft Excel. Works

with Programmers and DBAs to develop interfaces and processes to import and export data in/out of the system and other software packages.

- Develops training plans, documentation and curriculums to conduct centralized system training; coordinates and leads training, and administers training history and ongoing training needs and budget.

- Develops test scripts and coordinates functional and system unit, regression, and acceptance testing for the centralized system as needed for problem resolution, upgrades, and patches. Documents results and works with users and technical staff to resolve exceptions.

- Interfaces with vendors and technical staff as key point of contact, on hardware and software upgrades, patches, problem resolution, and rollouts for the centralized system. May administer hardware and software licensing and maintenance contracts where appropriate.

- Participates in and coordinates user conferences and seminars for the centralized system where appropriate.

- Serve as a liaison for the centralized system between the departments and the IS support team by communicating with the departments on a non-technical level, and with the IS technicians on a technical level. Works with departments to identify what the department's initial and ongoing costs will be for using the centralized system

- Assists the development and periodic review of standards, policies and procedures, strategies, budgets, disaster recovery, retention schedules, and operational schedules and methods, related to the centralized system.

- Performs routine audits of how the centralized system is being used, how data is being entered, etc., to make sure the system is probably used, secured, backed up, tested, and to ensure accurate and appropriate data is being entered into the system.

- Prepares and maintains various records, logs and statistical reports reflecting centralized system operational activities as required for audit compliance.

- Monitors usage of the centralized system and prepares monthly usage summaries for reporting to users, departments, and management.

- Provides project management and coordination support for centralized system projects.

- Leads and/or assists in the development, negotiation, and administration of RFPs and contracts to acquire and utilize solutions and services for the centralized system.

- Performs other related duties as assigned.

QUALIFICATIONS

Education and Experience:

Associate's degree or equivalent experience in computer science, business administration, or related field and two years of experience administrating a medium-to-large centralized system.

Knowledge of current principles of data processing and computer science; principles and techniques of systems analysis, requirements definitions, and process review; operational characteristics of data processing equipment and peripherals; methods and procedures of computer software design, development, product testing and rollout, user training, problem resolution, and maintenance; query and report preparation, research methods and cost/benefit analysis, and statistical principles; methods of effective project planning and management.

Ability to analyze problems, identify their basic elements, and provide logical solutions; accurately identify, evaluate and document client software needs, requirements, and work flow processes; prepare and deliver clear and concise reports for intended audience, establish and maintain effective working relationships with those contacted in the course of work, communicate clearly and concisely, both orally and in writing; manage and coordinate small projects;

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbents typically work in an office setting. Work involves management of multiple priorities and can involve face-to-face interactions in time-line driven situations. Essential tasks may include prolonged sitting at a computer terminal, use of telephone, and writing.

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