



**PROGRAMMER ANALYST  
SENIOR PROGRAMER ANALYST**

**DEFINITION**

Under general supervision, the Programmer Analyst job class performs a variety of professional, technical, and analytical duties involving requirements analysis, design, application development, testing, implementation, administration, and support of new and existing systems and databases.

**SUPERVISION RECEIVED AND EXERCISED**

Immediate supervision is provided by the Data Services Manager or their designee. Responsibilities may include the indirect supervision of lower level clerical and technical positions.

**Programmer Analyst:**

This class is the working level class in the Programmer Analyst series. Positions in the series are flexibly staffed. Incumbents in this class are expected to perform a wide variety of computer programming and assist in the review and development of existing or new systems for computer programming.

**Senior Programmer Analyst:**

This is an advanced journey level of the Programmer Analyst series. Incumbents in this class are expected to utilize a considerable degree of independent judgment as it relates to systems analysis and design; perform the most difficult and complex analysis, design, and maintenance of automated and manual computer systems; and direct others in training less experienced analyst staff. Must have at least four (4) years of experience as a Programmer Analyst or equivalent job experience.

**EXAMPLES OF DUTIES**

Duties may include but are not limited to the following:

**ESSENTIAL JOB FUNCTION:**

Plans and manages information technology related projects involving mission critical applications, complex systems, and sophisticated processes. This includes maintenance, modification, testing, and integration of applications and databases. Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner. Designs and/or creates database structures, data migration/conversion techniques for system(s) conversions, or upgrades. Applies analytical and advanced design techniques in developing new programs or systems or modifying existing ones. Provide project management for major and/or complex system installations and application migration efforts. Facilitate testing, training, and rollout of new or modified systems. Provide expertise in the use of business applications and identify application problems and solutions through

application modifications or process changes. Coordinate and monitor information technology operational systems for the City including analyzing, diagnosing, maintaining, and troubleshooting assigned systems. Perform complex configuration, modification, testing, and implementation of vendor software. Serve as a trainer for staff regarding new procedures and software applications. Prepare and maintain documentation and end user instructions. Schedule and provide coverage for on-call assignments. Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

#### **OTHER JOB FUNCTIONS:**

Maintain a fundamental understanding of technology, practices, and trends, including system development and administration. Assist in assessing the strategic direction of information technology and in developing strategic plans for use of new technology. Promote safety in the workplace, ensure adherence to security and data confidentiality guidelines, and provide input on operational processes and procedures. Principles and procedures of public safety environment application support. Serve in a stand-by status after regular working hours and respond to emergency call-outs as needed to maintain system operations. Make independent decisions on actions to be taken during a call-back and on when to involve other support personnel. Perform general office duties, conduct data entry, prepare and file routine reports and correspondence. Participate with professional groups and associations to maintain a current understanding of the highly changing occupational field. Performs related or other duties as assigned.

#### **QUALIFICATIONS:**

##### **Knowledge of:**

- In-depth understanding and experience with SQL, and SSRS (SQL Server Reporting Services)
- Advanced principles and practices of information technology systems, systems analysis, programming, and application documentation.
- Databases, networks, servers, and operating systems.
- Effective report writing, documentation, and research for highly complex technical work.
- Software development methodologies and life cycles.
- Current trends in information technology software, business systems, hardware, networks, and communications.
- Commonly used programming\scripting languages and frameworks, databases, and operating systems on multiple hardware platforms. Including but not limited to HTML, JavaScript, PHP, .NET, Python, PowerShell, etc.
- Software applications such as finance, human resources, utility billing, geographical information systems, permitting, and asset management.
- Principles and procedures as they relate to application support within municipal environments, such as but not limited to accounting, public safety, public works, and community development.

##### **Skill to:**

- Analyze systems data and situations, identify problems, make decisions, and take appropriate action.
- Data import and export routines and report writing applications.
- Develop desktop and web-based applications as well as integrate with databases and application interfaces.
- Respond appropriately, effectively, and promptly to the needs of internal and external customers using principles of good customer service.
- Develop cooperative public relations with other City departments, businesses, and the general public

**Ability to:**

- Communicate effectively orally and in written format in a variety of situations and formats.
- Participate in the development and implementation of city-wide IT goals, objectives, policies, and priorities.
- Provide strategic direction in line with current technology.
- Provide training to technical staff as required for operational need.
- Evaluate and recommend software, hardware and services for purchase.
- Organize and prioritize work, and meet critical time deadlines.

Operate and maintain a wide variety of computer systems hardware and software. Communicate effectively, both orally and in writing. Establish and maintain effective work relationships with coworkers and those contacted in the performance of required duties. Work with minimal supervision. Meet the physical requirements necessary to safely and effectively perform the assigned duties.

**MINIMUM EDUCATION AND EXPERIENCE:**

**Education:**

Associates degree (or the equivalent of 60 completed semester units) from an accredited college or university with major coursework in computer science, information technology, or closely related field.

**Experience:**

Five years of experience performing duties of a Programmer, Systems, or Application Analyst for a large organization or municipal government.

**License or Certificate:**

Possession of a valid California Driver's License.

**ADA COMPLIANCE**

**Physical Ability:** Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

**Other Requirements:**

**Sensory Requirements:** Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with objects and people.

**Environmental Factors:** May be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, work space restrictions, intense noises, and environmental dangers.