

BANNOCK COUNTY

CLASS SPECIFICATION

SENIOR PROGRAMMER/SYSTEMS ANALYST

Multiple Operating Systems

Department: Computer Services
FLSA Designation: Exempt

Pay Grade: 14
Effective Date: 10/04, 2/08, 8/09

Purpose of Class

Performs a variety of complex technical duties related to the design and maintenance of programs, databases, and applications for the County computer and network systems; performs related work as required.

Primary Function

The principal function of an employee in this class is to design and maintain complex and highly technical computer programs, applications, databases, and systems for the County PC network and users. **Requires a familiarity with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist.** The work is performed under the direct supervision of the Chief Technical Officer. The principal duties of the position are performed in a general office environment, although travel to various departments is often required to install and maintain computer systems.

Essential Duties and Responsibilities (will vary by assignment)

- **Duel proficiency in programming and system analysis. Working with databases, object-oriented programming languages, client-server applications development and Internet technology.**
- **Ability to work on multiple operating systems including, but not limited to, UNIX, HP, Windows, Linux, and others.**
- **Reverse engineer current home grown applications and model, design, develop and migrate in house components to a new platform.**
- **Work independently and with the project team to analyze, design, code and implement projects, enhancements and support production applications.**
- **Collaboration across departments to define business requirements, select appropriate technology, design, develop, implement, train and support solutions.**
- **Perform business requirement analysis, project management, support and other duties consistent with this level of responsibility.**
- **Corrects program errors, prepares operating instructions, compiles documentation of program development, and analyzes system capabilities to resolve questions of program intent, output requirements, input data acquisition, programming techniques and controls.**

- **Works closely with functional users to enhance and maintain computer programs.**
- **Revises existing programs, systems and procedures to correct deficiencies and maintain more effective data handling, conversion, and storage.**
- Designs, develops, installs, and maintains complex computer programs, systems, databases, and interface systems for department and individual users of the County networks system;
- Designs reporting, data entry screens, processes and related systems for users;
- Writes documentation, including technical/user manuals, for new programs and systems;
- Trains users in new system operations;
- Troubleshoots and repairs software problems;
- Installs and establishes systems for users, including personal computer, printer, scanner, and related equipment;
- Installs, maintains, and upgrades system software;
- Upgrades and amends system programs;
- Provides technical training and support to County employees;
- Assists non-County users with obtaining information and/or data from County system;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

Other Duties and Responsibilities

- **Coordinate internal and external resources to diagnose and resolve problems with applications.**
- **Coordinate technical reviews and testing of systems design and programming in order to ensure that software solution meets user requirements and operates efficiently.**
- **Ability to cross-train with other employees of the department to support and maintain additional software/systems as needed.**
- **Establishes program and data parameters and formats.**
- **May design Graphical User Interface GUI to meet the specific needs of users.**
- **Reconciles user requirements with existing and or projected computer capacity and capabilities.**
- Assists with PC system, hardware, and software operations and maintenance;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Information system and networking operations, programs, practices, and principles;
- Computer programming languages, methods, techniques, and applications;
- Customer service skills and techniques.
- Personal computer installation, operation, and maintenance;
- PC hardware, software and specialized applications;

- Diagnostic methods for computer hardware and software.

Ability to:

- Create, install, and maintain computer programs, databases, systems, and applications;
- Write computer programs and databases to meet the specific needs of department and/or individual users;
- Analyze operating problems of computer hardware and software and develop effective solutions;
- Instruct end-users on software applications and computer systems;
- Maintain and upgrade computer security systems;
- Maintain a professional demeanor during stressful situations;
- Compile reports from a wide variety of sources and transmit data;
- Understand and follow oral and/or written policies, procedures and instructions;
- Comprehend technical and user manuals, diagrams, and instructions;
- Operate standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Communicate effectively verbally and in writing;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform multiple tasks, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Develop and maintain effective working relationships with supervisors, co-workers, and other County employees.

Acceptable Experience and Training

- Associates degree or equivalent advanced training in computer technology or related field is required and a bachelors degree is preferred;
- Three (3) years computer programming experience is required and four (4) years is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and by telephone;
- Sufficient visual acuity, including color perception, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, read and comprehend technical manuals and diagrams, prepare written technical reports, troubleshoot, and perform repairs on computers;

- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate, install, and make adjustments to computers, tools and equipment;
- Sufficient personal mobility, flexibility, agility, and strength to work in an office environment and perform duties that may require bending, stooping, kneeling, crouching, reaching, and working in confined spaces, and to lift up to 50 pounds.