



JOB DESCRIPTION

Programmer / Analyst

Date Prepared: March 2014

Class Code: 1615

SUMMARY: Under general supervision, develops and modifies new and existing software applications to enhance the user's capability to collect, share, and manage data; analyzes and solves problems for the Information Technology (IT) Department, and provides professional technical support services to City staff.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Designs, develops, creates, encodes, tests, debugs, and implements a variety of software application programs to enhance user's capability to collect, share, and manage data; develops custom reports.
- Serves as primary advisor on software-based solutions, application development, and website administration; recommends methods to improve management of computer, security, and communications technology systems; develops custom graphics and system interfaces.
- Meets with users and stakeholders to analyze operations, compile requirements, and define technology needs; interprets concerns, defines desired results, and develops application programming solutions; analyzes source and content of data and reporting requirements; develops project plan and obtains approval for the design of application programming project.
- Develops programming solutions for application components; codes, tests, and debugs to check for faults and errors; assures effective documentation of application development process.
- Maintains, modifies, and updates integrated software applications; designs application enhancements, interfaces, graphics, and revised functions; assures proper integration with other IT databases and systems.
- Translates design files to user interface standards; verifies the functionality, compatibility, and performance of software applications, web applications, and websites.
- Provides technical support, training, and assistance to City staff; explains IT issues, develops and deploys solutions, and follows up with users to assure the functionality of the users' systems.
- Performs computer trouble-shooting to diagnose system problems; analyzes hardware and software functionality; identifies and resolves problems; documents call records and results.
- Analyzes and resolves technical problems, and evaluates technical alternatives; documents customer problems and technical changes, and tracks service improvements; provides training as needed.
- Performs application and database administrator duties; maintains and optimizes systems and interfaces, resolves configuration and connectivity issues, and other traffic, security and access problems.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

Bachelor's Degree in Computer Science, Information Technology, or related field; AND five years software design and development experience.

Knowledge of:

- City organization, operations, policies, and procedures.
- Principles and techniques of computer software application development, implementation, and analysis.
- Techniques and procedures for coding, testing, and debugging software.
- Computer programming languages, technologies, and protocols.
- Networked computer system environments and device capabilities.
- Project planning and management principles, tools, and techniques.
- Principles and practices of network administration, system access, security standards, and internet technical knowledgebase services.
- Administration and maintenance principles of network operating domains, relational databases, and a wide variety of windows-based software applications.
- Troubleshooting techniques for network hardware, software, and peripheral equipment.
- Communications technology, equipment, and integrated applications.

Skill in:

- Analyzing IT issues, evaluating alternatives, and making logical recommendations based on findings.
- Defining needs of City departments and developing application solutions to meet their needs.
- Evaluating business requirements and new computer system solutions.
- Developing computer programs using different programming languages and operating systems, and managing system documentation.
- Development of websites, and custom graphics and reports.
- Managing application changes through all the stages of the development life cycle.
- Installing, configuring, testing, operating, and maintaining computer and communications hardware, software, peripheral equipment, and auxiliary devices.
- Analyzing equipment and system malfunctions, troubleshooting computers and software applications, and determining effective solutions.
- Solving technical problems involving integrated operating systems and hardware platforms.
- Assessing and prioritizing multiple tasks, projects and demands.
- Establishing and maintaining cooperative working relationships with co-workers.
- Operating a personal computer utilizing a variety of standard and specialized software applications.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License is required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment.