# Analyst, Senior Programmer

**FLSA Status:** Exempt
**Pay Grade:** 24
**Job Title ID:** 19103
**Job Series/Job Family:** Information Technology Series / Applications Family

## Reports To

Manager, Applications Development

## Job Purpose

To analyze, develop, and implement complex computer applications in order to meet customer needs; document and maintain specified areas of application software; participate and/or coordinate research of new projects and acts as a resource to customers.

## Description of Duties and Tasks

*Essential duties and responsibilities include the following. Other duties may be assigned.*

***Required***

1. Analyzes user needs in administrative functional areas, determines requirements, and develops and implements software solutions to meet customer requirements.
2. Performs complex analytical and technical work in relation to various computer applications, database, websites, and systems
3. Serves as a technical resource in finding software solutions for customers.
4. Conducts research and resolves problems in relation to processes, and monitors processes to determine areas for improvement.
5. Creates and maintains documentation for processes in relation to newly developed programs and/or modifications to existing programs.
6. Creates test data, conducts tests, and debugs programs, for either in-house or vendor supplied software.
7. Insures compliance with facility standards relating to security and data protection.
8. Implements and maintains software application packages and conducts customer training as required.
9. Provides technical support, advice, and consultation to customers with issues relating to database and systems administration.
10. Mentors other staff as assigned.

## Knowledge

*Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

***Required***

- Major administrative or educational software applications such as finance, human resources, or student systems.
- Datatel/Colleague software, Envision, Tool-Kit programming language and UniData, DBMS, or SQL Server and ASP, PHP, or Java.
- Systems analysis techniques and the systems development life cycle.
- Installation, testing, and evaluation processes in relation to new software and existing software.
- Current standards in relation to the compliance of security and data protection.
- Project planning and documentation processes and standards

## Skills

*Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

***Required***

- Maintaining an established work schedule and being on call 24 hours per day to provide computer support.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Performing complex analytical and technical work that includes planning, developing, programming, testing, maintaining, and improving database systems.
- Analyzing, developing, and writing applications and programs based on customer needs and requirements.
- Testing, debugging, and documenting software programs.
- Conducting analysis of customer needs and developing solutions to software challenges.
- Performing both routine and emergency maintenance for existing computer applications.
- Analyzing, reviewing and revising programs, as well as new products and processes in order to improve operating efficiency.
- Effectively providing user technical support and training.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

## Computer Skills

***Required***

- Demonstrated proficiency using standard office software applications, query and control languages, programming languages, and database systems.

## Physical Requirements

***Required***

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is  performed in a standard office environment.

## Work Experience

***Required***

- Three years work experience in software development/computer programming, including systems analysis.

***Preferred***

- Datatel/Colleague work experience, complex web application work experience within a higher education environment, and/or work experience with database management systems.

## Education

***Required***

- Associate's degree, or educational equivalent,  in information technology, computer science, computer information systems, management information systems, or a related field with 25 credit hours of programming courses.

***Preferred***

- Bachelor's degree in computer information systems or related field.

## Safety

***Required***

- Work safely and follow safety rules.  Report unsafe working conditions and behavior.  Take reasonable and prudent actions to prevent others from engaging in unsafe practices.