

Programmer Analyst
(Class Code 1431)

Task List

Systems Analysis

1. Conducts detailed analysis of clients internal and external requirements such as work processes and business rules by collecting information from various sources such as the internet, documentation, e-mails, phone calls, surveys, and interviews in order to best serve clients needs.
2. Determines the feasibility of proposed work by conducting a cost-benefit analysis in order to examine the impact on financial resources, time, and improved efficiency.
3. Generates ideas (privately or in a group) for systems proposals and/or database designs that include specifications and recommendations for alternative, efficient, cost effective information systems and technology solutions.
4. Conducts research using the Internet to investigate new technology in order find solutions to technical programs or to find ideas to accomplish tasks.

Design & Development

5. Develops and tests procedures for file backup/recovery to protect integrity of data and to prevent loss of data.
6. Creates detailed external or internal detail system design documents, which contain selection of appropriate platform and languages, and security and/or data architecture in order to provide specific details for coding.
7. Writes programming codes to meet program specifications.
8. Debugs programming codes to ensure technical performance.
9. Develops application interfaces between systems for data synchronization and data integrity.
10. Develops on-demand and scheduled tasks for data processing purposes.

Systems Test & Implementation

12. Evaluates, tests, and selects off-the-shelf software packages/tools, in order to meet clients request for services.
13. Codes and tests programs/software according to systems specifications in order to build systems and/or to meet client's requirements.
14. Configures operating system and equipment accurately and efficiently.
15. Installs application software according to manufacturer's instructions in order to achieve optimal technical performance.
16. Provides customer service by providing application support including training and/or assistance via telephone or in person in order answer questions and to teach clients how to operate various applications.

Maintenance

17. Configures application software by establishing performance parameters, and customizing details in order to achieve optimal technical performance.
18. Upgrades applications software by applying patches and/or rewriting code to achieve optimal technical performance.
19. Monitors application performance by establishing performance baselines, noticing trends, using online statistical and automated tools, and client feedback in order to plan for and anticipate application growth.
20. Changes codes and configurations in order to tune application performance for application growth.
21. Monitors application load and software to achieve optimal technical performance.
22. Troubleshoots server connectivity to determine a viable resolution.
23. Troubleshoots application problems, during regular business hours or on a 24-hour on-call basis, using various problem determination methods such as tracing prior execution of code, and obtaining client feedback to determine a viable resolution.

Written and Verbal Communication

24. Communicates clearly and effectively to diverse audiences of technical and non-technical personnel orally and in writing.
25. Writes concise and accurate procedure and systems reports for documentation purposes.
26. Facilitates and/or conducts design review meetings in order to obtain user signoff on systems proposals.
27. Attends various seminars, vendor fairs and technical training classes in order to expand current knowledge and skills related to the job and to keep abreast or learn about new technology.
28. Provides on the job training for new employees in order facilitate job learning.
29. Writes custom reports and ad-hoc reports to satisfy user requests.

Project Management

30. Facilitates and/or conducts meetings in order to negotiate work related agreements for services.
31. Acts as a project lead by providing supervision and/or work direction in order to fulfill basic project management responsibilities.