

Programmer Analyst Task List (2017)

DESIGN, SUPPORT & TESTING

1. Designs and implements computer applications by coding and testing the application according to systems specifications and client requirements, preparing for user acceptance testing, and developing an implementation plan and providing it to support staff in order to correctly build an application, make any necessary changes, ensure its proper operation, and deploy the application into production environment to meet client's needs.
2. Tests and evaluates off-the-shelf software packages/tools by considering criteria such as business requirements, user friendliness, and efficiency in order select software packages/tools that meet clients request for services.
3. Analyzes existing applications by reviewing codes and understanding the applications functionality in order to evaluate the effectiveness of the system and provide end users the option to enhance the current system, modernize to a new platform, or select off-the-shelf applications.
4. Configures, supports, and enhances application software by establishing performance parameters, customizing details, rewriting codes, and reviewing application load in order to ensure user friendliness and efficiency and to achieve optimal technical performance.
5. Monitors application performance by establishing performance baselines, noticing trends, using online statistical and automated tools, and client feedback and reports below standard performance to management, clients, or other technical support staff in order to plan for and anticipate application, network, and database growth or enhancements.
6. Adds and updates users' profile for various applications by inputting current user information such as name, ID, and security access level in order to provide the user access to the application.
7. Reads, interprets, and applies technical information on business processes, software and hardware such as requirement documentation in order to develop, support, and modify applications.
8. Follows manufacturer's written and oral instructions on the specific steps necessary to install development tools and software and resolve technical issues in order to achieve optimal technical performance.

TROUBLESHOOTING

9. Troubleshoots applications and systems problems such as data and server issues by analyzing the error message and tracing prior execution of code in order to identify the specific issue and determine a viable resolution.

COMMUNICATION/CUSTOMER SERVICE/DOCUMENTATION

10. Writes concise and accurate external or internal procedure and system design documents, which contain selection of the appropriate platform, programming languages, security and/or data architecture and the materials and procedures necessary for the operation and use of the system in order to provide specific information or requirements to end users and/or other technical support staff to troubleshoot, maintain, or redesign the system.
11. Provides one-to-one or small group instruction sessions for end users on topics such as how to operate an application or use a system in order to train users in program, application, and equipment operation.
12. Communicates (verbally and in writing) with end users, team members, managers, and/or support staff by providing notifications regarding an application problem and its resolution in order to keep all associated individuals informed.
13. Responds to service inquiry requests (in-writing or by phone, e-mail, or ticketing system) such as data extraction and/or modification or enhancement to an application in order to provide quality customer service
14. Collaborates with project team members by sharing information, being tactful, and providing assistance and technical direction in order to design, troubleshoot, modify, and implement a program or application.
15. Provides off hour on-call or standby support for end users, system and/or database support staff experiencing technical issues needing immediate attention including those related to computer applications, programs, software, hardware, and connectivity by asking the appropriate questions to identify the specific issue and determining the appropriate solution to resolve the problem in order to provide quality customer service.
16. Facilitates and/or conducts meetings with end users, team members, managers, and/or support staff in order to discuss or negotiate work related agreements for services such as application and support requirements
17. Collects and analyzes information from clients regarding their requirements such as work processes and business rules using methods such as interview, email, phone call, and survey in order determine the most efficient and effective way to meet clients' business needs or requirements.

PROJECT MANAGEMENT

18. Acts as a project lead by providing supervision and/or work direction in order to fulfill basic project management responsibilities.
19. Conducts a cost-benefit analysis by taking into consideration a project's impact on financial resources and time in order to determine project feasibility.