



PROGRAMMER-ANALYST IV

DEFINITION: To plan, design, customize, and maintain designated applications software from the pre-programmed to specialized to multi-functional levels of complexity; to analyze designated user/business needs and processes within the County organization, assess potential or existing problem situations and design technical solutions; to implement, debug, test, migrate, and document new and/or modified applications and systems; to provide and coordinate the most advanced technical and specialized hardware and network support to users; and to function as a positive and cooperative team member. Receives consistent direction from the Information Services Director. May exercise direct supervision over professional, technical, and clerical staff.

This is the advanced journey level classification within the Information Services Analyst job series. Incumbents in this job class possess and apply advanced levels of specialized and professional analytical skills and knowledge while serving as team leader/project manager for designated and major computerized systems. Incumbents in this job class perform the most difficult and responsible duties including providing advanced technical/professional support to system users. Incumbents in this job class provide lead direction to programming resources, other Information Services Technicians/Analysts, and/or consultants on assigned systems design and/or maintenance projects. Incumbents in this job class work independently and require outstanding problem-solving, organizational, and communications skills as well as considerable knowledge of a variety of hardware, software, and network systems and products.

Receives consistent direction from the Information Services Director.

May exercise direct supervision over professional, technical, and clerical staff.

ESSENTIAL JOB DUTIES: Conducts organizational, operational, and procedural analyses to determine information input, work processes, and desired output for potential and/or updated computerization for designated users in support of assigned application(s); reviews and analyzes a variety of forms, documents, reports, data output, and recordkeeping requirements.

Defines and documents system requirement for data, workflow, logical processes, appropriate hardware and operating systems environment, interfaces with other systems,

networking, and internet access, internal and external checks and controls, and outputs from the users' perspective and within the context of budgetary constraints as well as technical products and resources available.

Confers with and conducts meetings with a variety of user groups to gather all necessary information and documentation; facilitates the information flow and systems development activities across departmental and/or County lines as necessary.

Meets with user groups on a periodic and regular basis to discover new/changed system input/output requirements and initiates necessary updating activities; conducts feasibility studies to include needs surveys and cost/benefit analyses to evaluate the necessity for and impact of desired changes; researches and analyzes existing software for applicability to project requirements.

Prepares data flow charts, designs programs utilizing structured programming and systems design techniques; converts designs and specifications into computer code; compiles and/or directs the compilation of code into program; consults with project/team leader and/or outside consultants/vendors concerning the system development and design.

Writes and maintains technical specifications for assigned systems/projects and in support of user groups; details procedures to be followed by users; revises user forms, screens, data collection and documentation requirements.

Acts as liaison and primary resource between in-house users, commercial software/hardware vendors, and consultants; provides technical expertise and overall perspective; ensures adherence to design specifications and professional programming/systems analyses standards and methodologies.

Analyzes database and security requirements based on users' current and future needs and priorities as well as legal, procedural, and operational requirements; designs and/or oversees the modification of existing database/systems administration systems to maximize the systems' effectiveness and protection.

Creates test transactions and runs tests to discover errors and confirms programs meet specifications; analyzes code to find causes of errors and revises programs as necessary; monitors performance of programs/systems after implementation on a periodic and ongoing basis.

Writes and/or modifies documentation describing program development, logic, coding, testing changes, and corrections as necessary; develops, coordinates, and/or conducts training of users to ensure systems are applied in an optimum manner.

Creates and/or maintains County or departmental website(s); communicating and interpreting information into HTML for viewing on website; modifies and updates website periodically and as necessary; and other related duties as may be required.

EMPLOYMENT STANDARDS

Education/Experience: A Bachelor's degree in computer science or related fields (qualified experience in programming, systems analysis and design may be substituted for the desired education on a year-for-year basis); plus two or more years employment as a Programmer-Analyst or equivalent position with proficiency in operating systems, specific hardware and software.

Knowledge of: Advanced systems applications programming; database management, telecommunications; office automation; programming languages; and operating systems.

Ability to: Work cooperatively with members of the Information Services staff as well as those contacted in the course of work in a spirit of collegiality; perform advanced applications analysis and programming; work with statistical methods and procedures for keeping records and electronic data processing equipment; lead others in complex programming analysis and projects; maintain and operate hardware and software. Must have ability to stand, walk, kneel, crouch, crawl, stoop, squat, twist, climb, climb and descend stairs, sit for prolonged periods of time, use a telephone, and lift up to 50 pounds; must have ability to reach and lift above shoulder level; normal hearing and vision.

Special requirements: Must possess a valid California driver's license; must successfully complete a California Department of Justice "Criminal Justice System Employee" background check and pre-employment physical examination.