

## SENIOR PROGRAMMER ANALYST

**Track 24: 87,333.22 - 106,142.29**

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### **DEFINITION:**

Under general direction of Director of Information Technology, serve as a project leader for assigned projects; perform complex programming duties in the development of computer applications and maintenance of existing programs and systems; train and provide work direction to Programmer Analysts. Provide technical, procedural and process support for assigned functional area (i.e., student, financial aid, finance, payroll, and human resources). Provide high-level technical and analytical support for all phases of the District's application software development life cycle. Provide training and support; design and write applications in a highly developed relational database and networked environment. Work independently to coordinate and perform difficult and complex programming in the analysis of systems requirements and the preparation of computer programs.

### **DISTINGUISHING CHARACTERISTICS:**

This classification is distinguished from the Programmer Analyst by the performance of more complex functions related to computer programming and analysis of computer systems. In addition to the types of duties performed by the Programmer Analyst, the Senior Programmer Analyst is responsible for the day-to-day management/administration of the District's Enterprise Resource Planning (ERP) system; lead and direct system development and improvements. The Senior Programmer Analyst will serve as a project leader, coordinating with vendors and users while leading other computer programmer/analysts on major programs.

**ESSENTIAL DUTIES:** The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Serves as project leader for system development projects; develops objectives, timelines, assigns resources, work activities; plans, directs, coordinates, reviews, and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems/challenges; develops and maintains standard project documentation and reporting.
- Ensures compliance with all Chancellor's office state-mandated MIS reporting requirements by data collection, verification, formatting and transmittal of required data files.
- Designs, develops, and implements application enhancements to the District's Enterprise Resource Planning (ERP) system; ensures adherence to detailed programming procedures and change controls.
- Reviews Requests for Enhancements (RFE's) to the Banner System; assesses user needs and requests; develops proposed solutions to meet user needs.
- Develops and maintains programming change/enhancement request log; prioritizes projects at the direction of the Director of Information Technology.
- Coordinate and manage all Banner upgrades for core modules (i.e., student, financial aid, finance, payroll, and human resources) and ancillary products (i.e., Operational Data Store, DegreeWorks, Luminis, Atomic AppWorx, Banner Document Management System, Evisions Suite, and Ellucian Mobile).

- Plan, organize and schedule projects and work assignments; train and provide work direction to assigned programming staff.
- Write, debug, test and document various complex programs using on-line tools, assigned languages and utilities.
- Prepare detailed specifications, reports and documentation on inputs, outputs, database and document control methods; test and debug programs as necessary.
- Participate in the planning, organization and scheduling of projects and work assignments.
- Assists in the acquisition and installation of information technology hardware and software.
- Serves as liaison to vendor(s) for application support and problem resolution; identifies, tracks, and responds to user issues.
- Review and modify existing systems and programs to improve efficiency or to correct logic or procedural problems; estimate time and resource needs and clarify objectives to be accomplished.
- Consult with users to determine systems and program requirements and objectives and to identify problems in existing programs and systems; drive to various sites to discuss projects; determine feasibility of programming projects.
- Use higher programming languages to write and modify programs, system and databases to meet design specifications; test and debug programs as necessary.
- Provide information necessary to produce systems and program documentation and procedures.
- Evaluates, develops, writes and presents systems proposals on operations of moderate and larger scale; prepares documentation, including instructions and procedures for the preparation, processing and control of assigned systems.
- Establishes and maintains programming environment and methodologies.
- Trains and coordinates the work of other programming staff as needed.
- Troubleshoot problems with hardware, software and networks and assist in resolutions.
- Participates in the technology committee and other campus committees.
- Provide trainings and documentation for end-users.
- Perform related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

#### Knowledge of:

- Ellucian Banner ERP database schema.
- Project coordination and planning.
- Principles of training and providing work direction to others.
- Principles and techniques of systems and programming work including analysis, design and documentation.
- Designated computer-programming languages.
- Research and analysis techniques as related to computer programming.
- Techniques of testing and debugging computer programs.
- Modern web-programming languages, environments and concepts to include but not limited to, several of the following: PL/SQL, Pro\*C/Pro\*Java, Java, Visual Basic, HTML5, Java, Javascript/jQuery, ColdFusion, Perl, PHP, AJAX, CSS and XML
- Business intelligence tools such as ODS (Operational Data Store), EDW (Enterprise Data Warehouse) and reporting tools such as ARGOS.

- Database design in one or more of the following environments: Oracle, Microsoft SQL Server, MYSQL and Access.
- Batch and on-line applications.
- Techniques for instructing others in software usage job planning, prioritizing and scheduling techniques.
- Integration of enterprise system components.
- Security measures as they apply to a database environment.
- UNIX, Windows, Macintosh server operating systems and related software applications.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.

Ability to:

- Working independently in an environment with multiple demands and frequent interruptions, while meeting schedules and timelines; working sensitively with diverse academic, socio-economic, cultural, disability and ethnic backgrounds.
- Serve as a project leader for assigned projects.
- Perform complex programming duties in the development of computer applications and maintenance of existing programs and systems.
- Utilize standardized programming languages.
- Analyze user needs and develop effective systems and programs.
- Design, code, compile and implement structured computer programs.
- Test, debug and document programs.
- Train others on new programs.
- Preparing clear and concise program documentation, user procedures, reports of work performed, and other written materials
- Translating user department needs into operational applications instructing user department staff in the operation of new or revised computer applications, including explaining system concepts to non-technical users
- Exercising sound judgment within established guidelines
- Communicate effectively both orally and in writing.
- Understand and follow oral and written directions.
- Prepare clear, complete and concise reports and records.
- Meet schedules and time lines.
- Establish and maintain cooperative and effective working relationships with other staff, operating departments, and representatives from vendors
- Providing effective end-user technical support and training.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record; must be willing to work days, evenings, and weekends at on and off campus locations.

**ILLUSTRATIVE EDUCATION AND EXPERIENCE:** A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Bachelor's degree in computer science, business procedures or a closely related field and five (5) years increasingly responsible experience in programming business and/or academic applications in an Oracle database environment.

**PHYSICAL CHARACTERISTICS:** The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office and equipment repair facility and use standard office equipment and computers. This work is performed primarily in an office setting but includes travel between college locations.