PROGRAMMER-ANALYST I

DEFINITION: This is the entry/training classification within the Information Services Analyst job series. Employees in this job class must be capable of providing strong and advanced technical support to users in the installation, configuration, troubleshooting, and preventive maintenance of designated hardware and software products while learning the higher level analytical functions of this professional/technical job series. Incumbents in this job class perform the more routine analytical and design functions while developing a broader knowledge and more advanced application design/report writing skills through on-the-job training and under direct supervision of more experienced Analysts. Information Services Analyst I is flexibly staffed with Information Services Analyst II, and incumbents normally advance to the higher level upon demonstration of the required proficiency and skills, and satisfying the experience requirements.

Designated positions may be assigned to provide the more advanced technical support to assigned department and their systems.

Receives general supervision while performing the more advanced technical user support functions and direct supervision while learning the analytical and systems design functions from the Manager of Information Services, his/her designee, or a departmental director/manager. May receive technical or functional supervision from higher level personnel.

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.

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.

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.

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.