

Job Title: **PROGRAMMER ANALYST-SENIOR**

SUMMARY

Formulates and defines systems scope and objectives. Analyzes business procedures and problems to develop specifications and convert them to application code.

ESSENTIAL FUNCTIONS

- Ability to execute to business requirements and be able to identify risks in the development process.
- Effectively communicates with peers, team, customers and management.
- Possesses a strong working knowledge of development toolset, development processes, and Quality Assurance methodologies.
- Drives discipline and service delivery as planned, delivering sustained operating stability. Knowledgeable of network management, service management, ITIL, SLA's and outsourcing.
- Strong understanding of the utilization of middleware to integrate applications and data in the portfolio. Can articulate and define the effect on development and support of IT services and business projects.
- Fluent in the principles and application of problem solving approaching to process improvement, system design, business challenges, and technical problems.
- Drives performance measurements in all elements of the IT Portfolio including development, delivery, operations and customer service. Proficient in planning and forecasting.
- Mitigates risk in areas such as data, access, business continuity, disaster recovery, separation of duties, single point of failure, SOX, and Intellectual Property issues. Demonstrates understanding of security policy, network access, data access, privacy and auditing.
- Understanding and articulation of the relationship between components in the IT portfolio. This includes planning and architectural review of initiatives.
- Provides timely guidance and feedback to help others strengthen specific skill areas
- Understands the business areas supported to determine specific output requirements and report format. Supports multiple business areas.
- Studies existing data systems to evaluate effectiveness. Develops new and modifies current systems to improve processes by researching new technology and applying it to complex business issues or projects.
- Leads one or more medium sized and complex projects which entail overseeing internal IT professionals, as well as external IT professionals.
- Designs, codes tests, debugs, documents, installs, provides training, and maintains programs.
- Conducts studies pertaining to development of new systems to meet current and projected needs.
- Plans and prepares documentation of the development and functioning of operational systems including technical reports and instructional manuals.

- Provides technical leadership and business expertise to subordinates and peers on complex projects by evaluating and recommending appropriate development tools.
- Prepares proposals and recommendations for management and users.
- Responsible for conducting or coordinating quality assurance testing and leadership in quality assurance practices to deliver IT services that meet requirements, work as planned and integrate with other IT services.
- Develops business relationships and integrates activities with other IT business units/areas to ensure successful implementation and support of project efforts.
- Creates work plans for others and is expected to meet budget and schedule commitments.
- Functions as a liaison with other departments, divisions, and organizations.
- Communicates project status to all levels of management.
- Provides on-call support during off-hours.
- Perform root cause analysis for any technical application issues.
- Lead technical understanding for successful upgrades and implementation of future phases of application.
- Creates technical documentation.
- Maintains satisfactory attendance, to include timeliness.
- Responsible for understanding and complying with applicable quality, environmental and safety regulatory considerations. If accountable for the work of others, responsible for ensuring their understanding and compliance.
- This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

SUPERVISORY RESPONSIBILITIES

- Trains junior level personnel in technical complexities of assigned work.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM QUALIFICATIONS

- High School Diploma or State-issued equivalency certificate.
- Bachelor's degree plus 5 years of experience in programming analysis, software engineering, or software development reflecting increasing levels of responsibility; or 9 years of experience in programming analysis, software engineering, or software development reflecting increasing levels of responsibility; or Bachelor's degree in Computer Science, MIS, Math, Engineering, or Business Administration plus 4 years of experience in programming analysis, software engineering, or software development reflecting increasing levels of responsibility.
- Experience with software installation, configuration and upgrades.
- Strong technical, oral/written communication and analysis/documentation skills.

PREFERRED QUALIFICATIONS

- Bachelor's degree in Computer Science or MIS plus 5 years of experience in, programming analysis, software engineering, or software development reflecting increasing levels of responsibility.
- Master's degree.
- Strong experience with AS/400 RPG and CL Programming, and SQL.
- Experience working with rapidly evolving software.
- Experience with creation of system monitoring and metric reporting.
- Experience reading, analyzing, and interpreting common scientific and technical journals, financial reports, and legal documents. Experience responding to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Experience effectively presenting information to top management, public groups, and boards of directors.
- Experience defining problems, collecting data, establishing facts, and drawing valid conclusions. Experience interpreting an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Demonstrates the highest level of programming proficiency.
- Demonstrates strong initiative, self-motivation, and commitment to the job.
- Experience influencing user management.
- Experience managing customer expectations.
- Experience identifying short and long-term issues and providing solutions.
- Knowledge of other business areas. Demonstrates strong team building skills, adapts to unexpected changes, and acts as a strong role model.
- Demonstrates strong negotiation and conflict resolution skill.
- Broad knowledge of principles, practices, and procedures in this field of specialization.
- Experience completing assignments that are broad in nature, usually requiring originality and ingenuity, with appreciable latitude for un-reviewed action or decision.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand and walk.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.