

**PROGRAMMER/ANALYST****I. BASIC FUNCTIONS:**

The employee occupying the position of this class is responsible for the performance, integrity, security, stability, high availability, repair, and recovery of all of the enterprise software applications within the organization. This is a bargaining unit position.

**II. DISTINGUISHING CHARACTERISTICS:**

The Programmer/Analyst is expected to manage the organization's enterprise software applications, analyze current business processes and convert or optimize workflow within an application. The level of responsibility is significant and the duties are highly complex and technical in nature, requiring significant training and work experience.

Work requires considerable independence, judgment and discretion in providing technical support. Most work will be performed in a cooperative team oriented environment. This position is part of the Business Integration Team within the Office of Information Technology.

**Supervision Received:**

Supervision is received from the Business Integration Manager.

**Supervision Exercised:**

Supervision is not a normal responsibility of this class, although this position provides technical direction and guidance over personnel assigned to support work activities or projects; and directs and coordinates project consultants involved with assigned projects.

**Working Conditions/Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Work is performed in an office setting. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Travel may be required to support various locations. Travel outside the Borough or State may be required for training opportunities. The noise level in the work environment will normally be quiet to moderately noisy depending on equipment and telephones in use, and other employees and contractors with business in the office.

**III. REPRESENTATIVE EXAMPLES OF WORK:**

Works with the organization to design, implement, test, document, analyze and support business process integration with technology.

Researches and evaluates software solutions to resolve outstanding organizational needs. Creates functional requirement documents and detail design documents for implementing technical solutions to meet organizational requirements.

Installs, administrates, supports, maintains, and upgrades enterprise level applications.

Creates, troubleshoots and modifies structured query language (SQL) queries for correct operation and performance.

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Creates Extract, Transform, and Load (ETL) operations for business-to-business, customer-to-business and intra-database lines of communication.

Documents system processes such as flow charts, database diagrams, and Entity Relationship Diagram (ERD).

Facilitates training and assists users in the capabilities and proper use of enterprise applications software.

Conducts enterprise applications software maintenance such as upgrades, migrations, end of life support; initiates application mass update/modification processes; reorganizes and purges application files; transfers data among various systems, maintains user permissions.

Prepares data-driven, presentation grade reports that aggregate and summarize normalized data from enterprise sources.

Serves as Tier II/III level support for enterprise software; application functionality, usage, security, access and availability; user maintenance, developing, customizing or administering software applications; creating and maintaining reports; and managing large data requests using ETL and SQL queries.

Provides on-site IT support for emergency response drills and incidents.

Maintain knowledge of current and emerging standard languages, coding methods, operations requirements, software and hardware technologies.

Advisory on policy creation for software applications, database management and reporting standards.

Provides reports describing results of evaluations, analyses and recommendations regarding software applications, application designs and implementation of new programming technologies.

Ensures projects have appropriate stakeholder involvement, include clear and attainable scopes, deliverables and timelines, and are well executed.

Promotes the best practices, security policies, services, mission and strategy of the IT department within the organization and makes recommendations regarding new technologies, trends, standards, processes, policies, and procedures.

Responsible for quickly alerting appropriate members of IT Department, of emergencies, reported outages, urgent issues and emergency changes, ensuring action is taken, notification, status updates, closure, and follow up communication is relayed to affected parties.

When staffing the EOC performs the functions assigned by the Event Commander to efficiently and effectively respond and manage an incident.

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Performs related work as required.

**IV. KNOWLEDGE, ABILITIES, AND SKILLS:**

Demonstrated knowledge of practices and procedures related to business analysis, requirements gathering, automating, integrating, modeling, and improving business processes.

Demonstrated knowledge of correlating business processes with technology.

Demonstrated knowledge of coding methods for structured query language (SQL) and other relevant computer programming languages, including creating stored procedures, views, queries, and reports from normalized data sources.

Demonstrated knowledge and experience with reporting tools such as SQL Server Reporting Services (SSRS) or Crystal Reports, standard data formats such as spreadsheets, CSV, flat files and how to move data between different formats.

Demonstrated knowledge of database data types, objects, principles, securables, data modeling principles, database query principles and methods.

Demonstrated knowledge of principles and practices administrating enterprise applications.

Demonstrated knowledge of Project Management practices and procedures.

Demonstrated knowledge and experience working with Microsoft SQL Server or other relational database management technologies.

Demonstrated knowledge of data definition language, data management language, indexes, schemas, database design principles, query troubleshooting and debugging processes, and forensic data analysis.

Knowledge of the Windows Platform.

Knowledge of technology capabilities and programming techniques associated with both server and PC environment using SQL based technology.

Posses a working knowledge of the Incident Command System.

Demonstrated ability to contextualize data within the organization, evaluate data processes and designs for functionality and applicability to business processes.

Demonstrated time and workload management skills.

Demonstrated ability to maintain a working knowledge of technical developments in the Information Technology field.

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Demonstrated ability to operate a multi-line phone in a professional manner using superior customer service skills.

Demonstrated documentation skills, including technical writing, flowcharting, system design and requirements specifications.

Demonstrated ability to ensure a successful resolution acceptable to all parties of reported incidents, problems and changes. This may include in-depth research, utilizing experts, vendors or colleagues, or multiple attempts in order to achieve a resolution. The end result should be a high quality product or service.

Demonstrated, effective problem solving and rapid root cause analysis skills to ensure a successful resolution of reported incidents, problems and changes.

Demonstrated, effective interpersonal skills; must be able to work effectively as part of a project team and foster team cooperation with the ability to effectively communicate, both orally and in writing, technical information to technical and non-technical personnel.

Demonstrated ability to be trusted with elevated permissions and access, as well as to independently determine appropriate use of those permissions.

Skilled in the use of office machines and equipment, as required by the position.

### V. GENERAL RECRUITING QUALIFICATIONS:

**Minimum:** Bachelor's Degree plus four (4) years of progressively responsible experience in IT or related field or eight (8) years of progressively responsible experience substituted on a year-by-year basis in an enterprise application environment.

Must be certified in one or more of the following, a comparable certification, or be able to obtain within one (1) year of hire: MCITP: Business Intelligence Developer, MCITP: Database Developer, to be determined by the CIO after employment.

Successful completion of Incident Command System required classes (ICS-100, ICS-200 and IS-700) within 30 days of hire date.

Successful completion of ITIL Certification within one (1) year of hire date.

Available to report to the Emergency Operations Center (EOC) as soon as possible from the time summoned. (if applicable)

Required to carry and respond to a Borough cell phone while on shift. May be required to respond after hours in the event of an IT related emergency or an EOC.

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Valid Alaska driver's license is required with an acceptable driving record and criminal history.

**Desired:**

Experience in project management.

ITIL training.

Experience with GIS applications or enterprise GIS environments.

Web programming experience.

**VI. ADDITIONAL INFORMATION:****Tools and Equipment Used:**

General office equipment and tools, including computer, printers, telephone, calculator, copiers, typewriter, fax machine, micro film/fiche, scanner, cameras and motorized vehicles.

**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 required to sit for long periods of time and to frequently talk and hear, and to use hands and fingers, handle and feel. The employee is required to periodically stand or walk, occasionally climb, balance, stoop, kneel or crouch and to reach with hands and arms. The employee will have access to the Network Operations Center where lethal fire suppression system is installed. The employee will occasionally be required to lift up to 20 pounds. Must be able to operate a motor vehicle.

Specific vision abilities required by this position include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and adequate vision for the safe operation of vehicles in daylight, darkness and in all weather conditions.