

Water Authority Position Description

PROGRAMMER ANALYST I

Status	Position Code	Level	Date
APPROVED	PRA1	I25	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

PROGRAMMER ANALYST I IS THE ENTRY LEVEL IN THE PROGRAMMER ANALYST JOB SERIES. PERFORM ROUTINE ENTRY LEVEL ANALYSIS AND PROGRAMMING DUTIES IN THE DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF INFORMATION SYSTEMS. ANALYZE USER INFORMATION SYSTEMS NEEDS AND PROVIDE ROUTINE RECOMMENDATIONS.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSEWORK IN INFORMATION SYSTEMS, COMPUTER SCIENCE OR A RELATED FIELD, AND ONE (1) YEAR OF EXPERIENCE THAT IS DIRECTLY RELATED TO THE DUTIES AND RESPONSIBILITIES SPECIFIED.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP) WITHIN SIX (6) MONTHS
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

SUPERVISION RECEIVED/EXERCISED

RECEIVES DIRECTION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.

ESSENTIAL FUNCTIONS

1. PERFORM A VARIETY OF SYSTEMS ANALYSIS DUTIES IN THE DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF INFORMATION SYSTEMS.
2. PREPARE PRESENTATION FOR INFORMATION SYSTEMS PROJECT TO A VARIETY OF INTERNAL AND EXTERNAL COMMITTEE FOR VARIOUS COMMITTEES SUCH AS TECHNICAL REVIEW COMMITTEE AND INFORMATION SYSTEMS COMMITTEE.
3. ASSIST IN THE DEVELOPMENT OF USER GUIDES AND MANUALS FOR SYSTEM USERS. ASSIST IN TRAINING USERS AS NEEDED.
4. DESIGN, PROGRAM AND TEST APPLICATION SYSTEMS USING WATER AUTHORITY STANDARD APPLICATION DEVELOPMENT TOOLS AND PROCEDURES. DEVELOPMENT TASKS TO INCLUDE USING PROGRAMMING LANGUAGES AND TOOLS SUCH AS: HTML, XML, VB.NET, C#.NET, ASP.NET, JAVASCRIPT, WINDOW XP OR HIGHER, ORACLE SZL, MS ACCESS, EXCEL, AND WORD, MS PROJECT, PUTTY, TOAD, MS SQL SERVER, ORACLE 11G OR HIGHER, MS REPORTING SERVICES, WORKING WITH ANY IMAGING/SCANNING SOFTWARE AND LIBRARIES, UNIX. APPLICATIONS INCLUDE ORACLE™S CUSTOMER CARE & BILLING, MAXIMO, MAXGIS, MAXWEB, COGNOS, KRONOS, UC4 SCHEDULING SOFTWARE, WEBLOGIC, WEBSHERE, GIS, JAVA, COBOL, SQL DEVELOPER, DB ARTISAN
5. COORDINATE WITH VENDORS THE PURCHASE OF INFORMATION SYSTEMS EQUIPMENT AND SOFTWARE.
6. ANALYZE USER INFORMATION SYSTEM NEEDS. DOCUMENT THE FUNCTIONALITY AND REQUIREMENTS. RECOMMEND SOLUTIONS AND APPROPRIATE TECHNOLOGY TO MEET CLIENT NEEDS.
7. COORDINATE WITH THE CUSTOMER THE INSTALLATION OF NEW SYSTEMS, MAINTENANCE AND UPGRADE OF EXISTING SYSTEMS AND USER TRAINING.
8. RESPOND TO SERVICE REQUESTS AND PROBLEM CALLS IN A TIMELY AND COURTEOUS MANNER.
9. INSTALL AND TEST VENDOR SOFTWARE APPLICATIONS AND PROGRAMS.
10. PARTICIPATE IN SYSTEM WALK-THROUGH.
11. DESIGN, DEVELOP, TEST AND INSTALL SYSTEM INTERFACE PROGRAMS.
12. PARTICIPATE IN AUTHORITY-WIDE PROJECTS AS A TEAM MEMBER.
13. PREPARE WORKFLOW CHARTS AND DIAGRAMS TO SPECIFY IN DETAIL OPERATIONS TO BE PERFORMED BY EQUIPMENT AND COMPUTER PROGRAMS AND OPERATIONS TO BE PERFORMED BY PERSONNEL IN SYSTEM.
14. FOLLOW ESTABLISHED QUALITY METHODS AND PROCEDURES. ENSURES THAT PRODUCTS, APPLICATIONS, AND SYSTEMS ARE IN COMPLIANCE WITH ESTABLISHED QUALITY STANDARDS AND MEET CUSTOMER REQUIREMENTS. ANALYZES BEST-IN-CLASS PROCESSES, UNDERSTANDS THE INTERACTION AND RELATIONSHIP OF BUSINESS OPERATIONS AND OPERATING SYSTEMS AND NETWORK PROCESSES.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF INFORMATION SYSTEMS.
2. MAY BE REQUIRED TO PROVIDE 24X7 ON-CALL SUPPORT.
3. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

PRINCIPLES AND PRACTICES OF COMPUTER SCIENCE AND INFORMATION SYSTEMS
PRINCIPLES AND PRACTICES OF BASIC COMPUTER HARDWARE, OPERATING SYSTEMS
AND SOFTWARE APPLICATIONS BASIC PROJECT MANAGEMENT TOOLS AND TECHNIQUES
PRINCIPLES AND PRACTICES OF APPLICATIONS PROGRAMMING
PRINCIPLES AND PRACTICES OF SOFTWARE TROUBLESHOOTING
OPERATIONAL CHARACTERISTICS OF A VARIETY OF COMPUTER PLATFORMS, NETWORKS,
SOFTWARE APPLICATIONS AND OPERATING SYSTEMS METHODS AND TECHNIQUES USED
IN THE INSTALLATION, TROUBLE SHOOTING AND MAINTENANCE OF INFORMATION
SYSTEMS PRINCIPLES AND PROCEDURES OF QUALITY ASSURANCE AND SECURITY
RELATED TO COMPUTER APPLICATIONS KNOWLEDGE OF WINDOWS XP OR HIGHER
SQL EXPERIENCE DEVELOPING QUERIES, TABLES, FUNCTIONS, AND STORED
PROCEDURES (SOME ORACLE EXPERIENCE PREFERRED) KNOWLEDGE OF MS ACCESS,
EXCEL, AND WORD, MS PROJECT, PUTTY, TOAD, MS SQL SERVER, ORACLE 11G OR
HIGHER, SHAREPOINT, UNIX, ORACLE®™S CUSTOMER CARE & BILLING, MAXIMO,
MAXGIS, MAXWEB, COGNOS, KRONOS, UC4 SCHEDULING SOFTWARE, WEBLOGIC,
WEBSHERE, GIS, JAVA, COBOL, SQL DEVELOPER, DB ARTISAN

PREFERRED SKILL/ABILITY

TROUBLESHOOT AND MAINTAIN BASIC COMPUTER HARDWARE, OPERATING SYSTEMS AND
SOFTWARE APPLICATIONS
WORK INDEPENDENTLY IN THE ABSENCE OF SUPERVISION
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE
CONTACTED IN THE COURSE OF WORK
APPLY A WIDE VARIETY OF COMPUTER PROGRAMMING LANGUAGES
DEFINE PROBLEMS, COLLECT DATA, ESTABLISH FACTS, DRAW VALID CONCLUSIONS
AND PREPARE APPROPRIATE REPORTS DETECT, ISOLATE AND RESOLVE INFORMATION
SYSTEM PROBLEMS MANAGE CUSTOMER RELATIONS AND EXPECTATIONS
UTILIZE AUTOMATED PROJECT MANAGEMENT TOOLS
IMPLEMENT AND REVIEW QUALITY ASSURANCE AND SECURITY PROCEDURES FOR
APPLICATIONS SERVICES
EFFECTIVELY PRESENT INFORMATION AND/OR RESPOND TO
INQUIRIES/COMPLAINTS FROM AUTHORITY MANAGEMENT, REGULATORY AGENCIES OR
THE PUBLIC

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS AND ODORS. MAY BE
REQUIRED TO VISIT OFF SITE CLIENT OFFICES.

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS; SITTING FOR PROLONGED PERIODS OF TIME AND EXTENSIVE USE OF COMPUTER KEYBOARD.
MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND OPERATING ASSIGNED EQUIPMENT.