

Water Authority Position Description

PROGRAMMER ANALYST II

Status	Position Code	Level	Date
APPROVED	PRA2	I26	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 2 IS THE SENIOR LEVEL IN THE PROGRAMMER ANALYST SERIES. PERFORM COMPLEX AND DIFFICULT ANALYSIS AND PROGRAMMING DUTIES IN THE DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF INFORMATION SYSTEMS. ANALYZE USER INFORMATION SYSTEMS NEEDS AND PROVIDE 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, PLUS TWO (2) YEARS OF INFORMATION SYSTEMS ANALYSIS AND PROGRAMMING EXPERIENCE.

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 GENERAL 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. CREATE OR 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, VE.NET, C#.NET, ASP.NET, JAVASCRIPT, WINDOW XP OR HIGHER, ORACLE SQL, MS ACCESS, EXCEL, AND WORD, MS PROJECT, PUTTY, TOAD, MS SQL SERVER, ORACLE 11G OR HIGHER, MS REPORTING SERVICES, WORKING WITH ANY INAGING/SCANNING SOFTWARE AND LIBRARIES, UNIX. APPLICATIONS INCLUDE ORACLEâ€™S CUSTOMER CARE & BILLING, MAXIMO, MAXGIS, MAXWEB, COGNOS, KRONOS, UC4 SCHEDULING SOFTWARE, WEBLOGIC, WEBSHERE, GIS, JAVA, COBOL, SQL DEVELOPER, DBARTISAN.
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 WATER AUTHORITY-WIDE PROJECTS AS A TEAM MEMBER.
13. TROUBLESHOOT AND RESOLVE BASIC COMPUTER AND APPLICATION SYSTEM PROBLEMS.
14. 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 IS SYSTEM.
15. PLAN AND PREPARE TECHNICAL REPORTS, MEMORANDA, AND INSTRUCTIONAL MANUALS AS DOCUMENTATION OF PROGRAM DEVELOPMENT.

16. PREPARE AND PRESENT PROJECT PROGRESS REPORTS FOR MANAGEMENT. IDENTIFY PROBLEMS AND ISSUES. RECOMMEND SOLUTIONS.

17. 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 WINDOW 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[®] TMS CUSTOMER CARE & BILLING, MAXIMO,
MAXGIS, MAXWEB, COGNOS, KRONOS, UC4 SCHEDULING SOFTWARE, WEBLOGIC,
WEBSHERE, JAVA, COBOL, SQL DEVELOPER, DB ARTISAN

PREFERRED SKILL/ABILITY

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 DESIGN, DEVELOP, TROUBLESHOOT AND MAINTAIN INFORMATION SYSTEMS AND SUPPORTING HARDWARE AND SOFTWARE APPLICATIONS RECOMMEND, DESIGN, IMPLEMENT, INSTALL AND MAINTAIN COMPUTER SOFTWARE APPLICATIONS 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 PROVIDE APPLICATION DEVELOPMENT PROJECT MANAGEMENT SERVICES MANAGE CUSTOMER RELATIONS AND EXPECTATIONS UTILIZE AUTOMATED PROJECT MANAGEMENT TOOLS IMPLEMENT 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, STANDING 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.