



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

IT Systems Programmer Analyst

Department: Information Technology Reports to: Chief Information Officer Pay Grade: H11
Date Established: 06/2017 Date Revised: 7/2017 FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Systems Programmer Analyst performs a variety of entry/mid-level professional, technical, and analytical duties involving conceptualization, design, development, testing, implementation and maintenance of software applications that provide technology-based solutions. The job analyzes business processes and identifies technology-based solutions to issues of a non-routine nature; completes user work requests or specific projects requiring a basic to moderate level of detail and complexity; implements financial controls involving electronic transfers and automated processes for employees to use; and maintains employee access and security settings.

The Systems Programmer Analyst uses independent judgment drawing on previous experience and education to identify and implement solutions to non-routine problems. The job requires knowledge of different databases such as IBM database, SQL, MS Access, and UNIX, and programming languages such as RPG, CL SQL, and Visual Basic. Functional knowledge of software such as Crystal Reports, Cognos reporting software, MS Word and Excel, Acrobat Professional, and IBM i-Series (mainframe) Programming Development Manager is also required.

The work environment is a department office environment. The noise level is generally moderate.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Provides City departments and individual employees with computer access, programs, training, support, software, and hardware to maximize efficiency and production. Confers with departments, individual employees, and peers to determine specific computer and/or program needs and provides solutions.

Transfers data between systems; converts City reports to PDF format for storage on various forms of media (Cd, DVD, Flash Drive, Tape Drives, etc.) for archival and email purposes.

Performs as needed, electronic transfer of payments from utility customers to the bank; makes electronic transfer to bank to cover accounts payable checks to vendors.

Assists City employees with information technology systems. Answers questions, provides information and technical support, and troubleshoots and resolves employee hardware and software problems.

Trains City users in PC hardware and software and related functions through business critical applications, networking, PowerPoint presentations, and other related activities.

Maintains records, logs, and documents of installations, upgrades, repairs, and system operations.

Provides administrative support to the IT and other Departments. Processes payroll and backs-up payroll and other systems to tape. Enters Department time records. Processes and prepares billing statements and late notices for mailing. Processes monthly bills and reconciles P-card activities. Maintains inventory of supplies; orders and verifies deliveries. Processes new employees into system, including access and security codes (and removes them when appropriate).

Assists IT Department employees in maintaining, troubleshooting, and upgrading computer system support.

Develops programs for computer system operations, management, database management, program management, and system support.

Assists or leads in the development of new software programs and systems to solve City's program and process issues; upgrades existing systems and software to increase efficiency and effectiveness using modern programming techniques; repairs, modifies and expands existing programs.

Maintains and installs City's IT systems and operations including PC installation and maintenance, server maintenance, telephone/data communication systems management, network administration, and specialized software maintenance.

Writes programs allowing City offices to interface with accounting and other financial software used by the City; troubleshoots and fixes day-to-day software and hardware problems and issues; gives software support; assists computer users with computer and software questions; conducts problem research; assists in correcting computer mistakes; answers general computer questions and proposes solutions to assist users.

Converts files between computer platforms and system programming languages.

Implements financial controls for electronic financial transactions. Aides project manager with the City's bank and/or other financial institutions to resolve transaction problems.

Researches, creates, and modifies programs for individual City departments.

Researches, learns, and maintains proficiency in new software packages, modifications, and upgrades being used or that may be acquired by the City.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Operation of the City's IBM i-Series (mainframe) computer and other information technology systems;
- Methods and techniques of computer program analysis, writing, and modification;
- Methods and techniques of installing, maintaining, and upgrading the City's IBM i-Series computers and other information technology systems;
- Methods and techniques of installing new computers, related hardware, and software
- Methods and techniques of performing scheduled system upgrades;
- Methods and techniques of troubleshooting and performing repairs on equipment;
- Methods and techniques of maintaining system security, including virus and malware protection;
- Operation of standard office equipment;
- Customer service methods, techniques, and objectives;
- Federal (OSHA) regulations and City policies regarding safe work practices;
- Operation of a personal computer and job-related software applications.

Skill and Ability to:

- Interpret complex information from various sources and be able to decide the best way to move forward on a project; ability to calculate impact of changes to projects; ability to "think outside the box";

- Analyze, write, and modify computer programming and software;
- Determine technology needs of departments and individuals and resolve them;
- Use computer programming languages including, but not limited to, RPG, CL, SQL, Visual Basic, FTP, UNIX, HTML, and other required programs;
- Install, maintain, and upgrade the City's computers, including desktops, laptops, and tablets;
- Install new computers, related hardware, and software;
- Perform scheduled system upgrades and backup systems per designated schedules;
- Maintain system security, virus, and malware protections;
- Assist City employees with information technology to include establishing accounts with associated access and security privileges;
- Maintain records, logs, and documents of installations, upgrades, repairs, and system operations;
- Provide efficient customer service;
- Operate basic office equipment including a personal computer and job-related software and applications;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Work as a go-between with management and the IT department and must be able to explain complex issues in a way that both will understand;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED required;
- Associates degree or two years of technical school required;
- Bachelor of Science Degree in Computer Science or related field or other advanced computer training preferred;
- Advanced degree in related field desired;
- One (1) to three (3) years of analyst experience is required.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, manipulate tools, keyboard and type, reach with hands and arms, and operate job-related equipment. The employee must occasionally lift and/or move up to 50 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.