Job Description

Position Title:	Department:	Date:
Programmer Analyst	Library and Information Technology Services	May 15, 2017

Reports to:	Location:	FLSA Classification:
Director, Enterprise Information Systems	Burke Library	Exempt (Salaried)

Position Summary

As a member of the Central Information Services team, the programmer analyst supports, maintains and programs our enterprise information systems to achieve institutional efficiencies and strategic advantage. The programmer analyst works with faculty and staff to analyze needs and develop solutions to meet those needs.

Responsibilities (Essential Functions) Include % of time spent for each Essential Function

Programmer Analyst
- Programs applications and interfaces for enterprise level systems using appropriate toolsets. **[30%]**
- Analyzes needs and designs and implements new processes and workflows that promote efficiency and strategic advantage in College operations and provide support for existing processes and workflows. **[10%]**
- Works with College personnel and vendors to design, implement and maintain interfaces to third party software products for on campus and hosted systems. **[5%]**
- Provides phone, email, and in person support for all enterprise level systems. (i.e. Colleague, WebAdvisor, User Interface, the Informer web reporting tool, OnBase) **[40%]**
- Participates as an active member of the Central Information Services Committee that serves to share information and promote best practices within the administrative offices of the College. **[3%]**
- Generates documentation of workflow, procedures, and software. **[2%]**
- Provides training for College personnel in the use of Colleague software, application processes, User Interface, Informer web reporting tool and OnBase. **[5%]**
- Completes technical and institutional training to strengthen organizational and technical knowledge. **[2%]**
- Participates as part of a team, understanding the various work styles of others, and their roles on the team. Demonstrates enthusiasm and commitment to the goals and objectives of the team. Seeks help from and offers guidance to other team members. **[N/A]**
- Performs all other duties as assigned. **[3%]**

Education and Previous Experience Requirements

All levels require a Bachelor's degree in a relevant field or the equivalent of education and experience combined.

Minimum Previous Experience Requirements:
Programmer Analyst candidates will have a minimum of 2 years of experience performing similar duties.

Knowledge, Skills, and Abilities

- Strong programming ability combined with thorough understanding of good database design principles.
- Ability to develop expertise in UniBasic, Envision, UniQuery, Colleague Studio, and general UNIX level commands.
- Ability to develop expertise with 4GL programming tools, Eclipse, HTML, ColdFusion, JavaScript/AJAX, and other programming technologies.
- Ability to work with the UniData database and relational databases (MSSQL, MySQL, and Oracle).
- The ability to successfully manage multiple priorities.
- Excellent customer service skills as well as verbal and written communication skills.
- Should be able to communicate technical information (both written and verbally) to technical and non-technical people in a supportive and meaningful way.
- Must embrace learning and working with constantly changing technology.
- Work collaboratively within our team, the department, and across the College.
- Experience supporting a large administrative system (ERP) in an academic setting is desirable.

Physical Dimensions

Indicate how often the following physical demands are required to perform the Essential Job Responsibilities.

Activity (Hours per Day)	Never 0 hours	Occasionally Up to 3 hours	Frequently 3-6 hours	Constantly 6-8+ hours
Sitting	☐	☐	☒	☐
Walking	☐	☒	☐	☐
Standing	☐	☒	☐	☐
Bending (neck)	☒	☐	☐	☐
Bending (waist)	☒	☐	☐	☐
Squatting	☒	☐	☐	☐
Climbing	☒	☐	☐	☐
Kneeling	☒	☐	☐	☐
Crawling	☒	☐	☐	☐
Twisting (neck)	☒	☐	☐	☐
Twisting (waist)	☒	☐	☐	☐

Hand Use

Is repetitive use of hand required?   Yes ☒   No ☐

Check the frequency of activity required of the employee to perform the job

Activity (Hours per day)	Never 0 hours	Occasionally Up to 3 hours	Frequently 3-6 hours	Constantly 6-8+ hours
Simple grasping (right hand)	☐	☐	☒	☐
Simple grasping (left hand)	☐	☐	☒	☐
Power grasping (right hand)	☒	☐	☐	☐
Power grasping (left hand)	☒	☐	☐	☐
Fine manipulation (right hand)	☐	☐	☒	☐

	Never	Occasionally	Frequently	Constantly
Fine manipulation (left hand)	☐	☐	☒	☐
Pushing and pulling (right hand)	☐	☒	☐	☐
Pushing and pulling (left hand)	☐	☒	☐	☐
Reaching (above shoulder level)	☒	☐	☐	☐
Reaching (below shoulder level)	☒	☐	☐	☐

Lifting				
Please indicate the daily lifting requirements of the job	Never	Occasionally	Frequently	Constantly
	0 hours	Up to 3 hours	3-6 hours	6-8+ hours
Lifting 0-10 lbs	☐	☒	☐	☐
Lifting 11-25 lbs	☒	☐	☐	☐
Lifting 26-50 lbs	☒	☐	☐	☐
Lifting 51-75 lbs	☒	☐	☐	☐
Lifting over 75 lbs	☒	☐	☐	☐

Reviewed and Approved:
(Sign and Date)

Department Manager/Supervisor: _____   **Date:** _____

Department Director/VP: _____   **Date:** _____

Human Resources: _____   **Date:** _____

Union Representative (If Applicable): _____   **Date:** _____