IT ANALYST/PROGRAMMER

*[May also apply to exempt SHRA positions in the Applications branch\*]*

*Note: This material is not intended to represent a complete position description; it is meant as a job aid to provide a foundation for completing a detailed individual description. All functions and tasks listed below will not apply to every position and this is not an exhaustive list of potential duties. Supervisors should select any of this material which applies to provide a framework for their description, then add detail, context, and other functions relevant to their specific needs. This material is also competency- and band-level neutral. In addition to functions and tasks, other considerations including but not limited to scope, organizational placement, and reporting relationship are key determining factors in position leveling.*

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| **FUNCTIONS** | **TASKS** |
| Support | * Serves as a key resource in solving problems of high complexity to other analysts and technicians.
* Serves as a point of escalation for customer issues. Uses advanced knowledge of coding and application functionality to troubleshoot complex issues.
* Researches and recommends methods of resolving problems to lower level analysts or client representatives.
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| Project Management | * Manages complex projects. Develops project plan, manages milestones, and drives project forward. Accountable for keeping project on track.
* Communicates with senior leadership regarding project milestones, risks, and other issues.
* Assigns and distributes resources (e.g. personnel, effort, expenditures, vendors, etc.).
* May serve as a matrix system supervisor during the project duration.
* Implements change management procedures and provides training or advises on training associated with the change management projects.
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| Development/Programming | * Investigates, researches, and implements new technologies and upgrades to existing technologies. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations.
* Creates, implements and maintains technical software application solutions and/or applying appropriate software development technology to projects of a broad organizational scope.
* Performs research and evaluates available technology, as well as industry trends, to determine the impact and optimize integration with existing standards and architecture of applications as well as the client’s needs.
* Designs, installs, tests, codes, and debugs ad hoc and/or manages existing applications, servers, websites, databases and/or infrastructure, including the implementation of new versions of existing software or the design of new software and strategies to support the institution’s mission.
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| Security | * Plans and implements security measures to protect computer systems, networks, and enterprise information (e.g. firewalls).
* Anticipates security breaches and potential vulnerabilities and make recommendations for and/or determine best practices to comply with internal/external information security policies and standards.
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| Consultation | * Provides consultation on issues and requests from clients that require the implementation or creation of a custom solution.
* Consults with senior level decision-makers, on an on-going basis, to develop long-range strategic alternatives.
* Preliminary and ongoing critical evaluation of the customer’s needs and processes with client and organizational goals in mind, and develops technical solutions.
* Provides alternatives and makes recommendations for best course of action.
* Works with functional areas to understand business requirements and implements applications to meet those needs.
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| Supervision/Management | * Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.
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| Other Duties (5% max) | * Other duties as assigned by management to meet business needs
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\*When employees in these existing, filled positions have elected to remain SHRA