

Non-Union Position Description

1. POSITION IDENTIFICATION:

Position Title: Systems Analyst-Programmer

Department: Information Technology

Reports To: IT Manager

Salary Grade: 8

Exempt/Non-Exempt:

Exempt

2. FUNCTION:

Analyze, document, maintain, and support critical business information systems including application servers and databases. Plan and implement technology changes and report on the impact of those changes. Gather requirements for new technology projects from facility users. Research and evaluate new technologies to address current and emerging business challenges. Design, code, test, release, and maintain interfaces, business logic, databases, and reporting tools.

3. ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Assist in managing projects to select and implement new IT systems to meet business needs in a timely manner and within budget
2. Assist with the maintenance of critical company databases and applications
3. Help departments improve their business processes by analyzing current practices and recommending specific technology changes
4. Specify and develop software tools and reports to implement management-approved technology changes and improvements
5. Install and upgrade systems
6. Successfully implement and maintain bridges between applications
7. Assist with the identification, monitoring, management and correction of IT system defects through analysis of Trouble Ticket data
8. Continuously improve system security practices; assist with regular audits of IT systems, procedures, and documentation
9. Participate in periodic Disaster Recovery and Business Continuity (DR/BC) exercises
10. Provide end-user documentation and instruction to help IT customers make policy-compliant and productive use of existing IT services
11. Document processes, strategies, and technically complicated procedures to support IT operations and application development
12. Research and solve problems independently with occasional support from other members of the department
13. Provide 24x7 on-call IT pager coverage on a rotating basis with other members of the IT staff

14. Provide technical assistance to internal and external customers of IT services; this includes recording issues in the IT Trouble Ticket System, resolving problems, providing end-user direction and clarification, queuing requests for other specialists, and identifying and escalating critical issues to the appropriate staff in a timely manner
15. Continuously develop new skills with emerging and potentially useful technologies
16. Handle other duties as assigned by the IT Manager

4. REQUIRED POSITION COMPETENCIES:

Entry Level

Technical Knowledge: Detailed practical knowledge of database design and maintenance, including data extraction, transformation, and loading, and routine data analysis and reporting. Substantial application development experience with a current computer language and an eagerness to wholly adopt alternative languages and methodologies to remain consistent with department development practices. Experience analyzing, troubleshooting, and improving critical business systems.

Problem Solving: Ability to learn and adopt new strategies for efficient problem resolution. Capable of independently researching and evaluating potential solutions for software defects and system configuration problems. Uses system resources, including logs, performance monitoring tools, and available source code, to efficiently resolve issues and improve system function.

Interpersonal Skills: Clearly communicates with audiences ranging from frontline employees to senior management. Provides timely updates concerning ongoing projects. Works with fellow employees to gain insight into system operations from the users' perspective. Delivers training and facilitates technical discussions with small groups.

Organizational Skills: Maintains detailed records concerning software and system defects and correction using the Support Desk Trouble Ticket System and other tools. Provides thorough analyses of system operations and proposes needed changes. Authors and executes plans for system changes. Prioritizes work and adjusts to competing demands with guidance from management.

Accountability: Responsible for the confidentiality, integrity, and availability of critical company information systems along with other members of the IT staff. Responsible for the diligent research, planning, execution, and analysis of system changes. Participates in the execution of routine operations tasks with other department members.

Fully Competent Level - in addition to the above competencies

Technical Knowledge: Exploits a detailed knowledge of system operations to quickly identify system problems and threats. Works independently and cooperatively with internal and external resources to investigate and evaluate possible solutions. Executes approved system changes and documents the effectiveness of those changes. Clearly explains technical information to others.

Problem Solving: Solves problems quickly and independently; demonstrates ingenuity with limited resources. Constantly develops new skills. Demonstrates initiative by applying new techniques to existing or emerging business challenges. Uses the full breadth of system analysis tools including debuggers, network packet captures, and virtualized environments. Strives towards automating processes.

Interpersonal Skills: Actively solicits user feedback regarding IT services and efficiently reports issues to the department. Clearly explains system functions to non-technical users. Leads discussions and training sessions with groups of twenty or more. Demonstrates the ability to communicate effectively under pressure or in emergency situations.

Organizational Skills: Plans, executes, and documents complicated changes. Actively coordinates internal and external resources to meet firm deadlines. Leads multiple focused efforts to improve facility efficiency or expand services. Adjusts priorities regularly in response to changing business demands.

Accountability: Responsible for the planning, execution, and documentation of significant system changes. Continuously seeks improvements in the department's defect rate while increasing the breadth and depth of IT services. Seeks opportunities for enhanced business process automation and risk mitigation throughout the company.

5. EDUCATION AND EXPERIENCE:



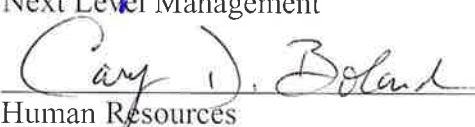
- Bachelor's degree in Computer Science, Engineering, Mathematics, the Physical Sciences, or other technical field, or equivalent related experience
- Three to five years' of experience analyzing and maintaining significant enterprise data systems
- Knowledge of current application development technologies and methodologies
- Experience determining and resolving system problems and clearly communicating guidance to users with strong written and verbal skills
- Experience meeting project deadlines with limited supervision
- Experience managing emergencies and difficult customer situations
- Experience delivering exception customer service in a fast-paced environment

- Experience with both IBM AS400/DB2 and PHP, or other web application development language, is highly desirable
- Experience with Crystal Reports in an enterprise environment is desirable

6. PHYSICAL DEMANDS/WORKING CONDITIONS:

- Onsite working hours are 8am to 5 pm to provide business day support
- Responsibilities will require evening, weekend and holiday work. Must be able to work evenings and weekends including on-call support
- Periodic travel will be required
- Work requires extensive use of computers
- Work conditions will require some lifting and physical labor. Some tasks will require the ability to climb, balance, kneel, crouch or crawl. Some tasks will require a full range of movement including lifting equipment and bending
 - Regularly required to lift up to 10 lbs
 - Occasionally required to lift 10-50 lbs
 - At times must be able to lift, carry, or move objects weighing 50-100 lbs

7. APPROVALS

 Immediate Supervisor	2012-01-23 Date
 Next Level Management	1.13.12 Date
 Human Resources	1/22/2012 Date

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and competencies required of personnel so classified.