

PROGRAMMER ANALYST

Position Profile: The Programmer Analyst's role is to define, develop, test, analyze, and maintain new software applications in support of the achievement of business requirements. This includes writing, coding, testing, and analyzing software programs and applications. The Programmer Analyst will also research, design, document, and modify software specifications throughout the production life cycle.

Directly Reports To: Manager of Information Systems

Indirectly Reports To: Superintendent of Division Services/CFO

Required Education, Knowledge, Qualifications and Experience:

- College diploma or university degree in the field of computer science, information systems, or software engineering
- A minimum of three (3) to five (5) years equivalent work experience with experience interviewing end-users for insight on functionality, interface, problems, and/or usability issues
- Certifications in Visual Studio.Net, SQL Server, Cisco are a definite asset
- Proficiency in a variety of programming languages, including ASP.Net, Visual Basic.Net, C#, Perl, PHP, SQL, Java
- Excellent understanding of coding methods and best practices
- Extensive relational database and operating systems experience with MS SQL Server
- Thorough understanding of platforms such as Microsoft Windows, Linux, Sun Solaris.
- Solid working knowledge of current Internet technologies
- Hands-on experience developing test cases and test plans.
- Knowledge of client/server and operating systems with Windows 7, Windows 8 and Server 2008.
- Basic Knowledge of current network hardware, including Cisco Catalyst 6500, 4500, 3500 series switches, Cisco PIX.
- Knowledge of contemporary anti-virus software, PIX firewalls, intrusion detection systems, and other network security measures.
- Knowledge of applicable data privacy practices and laws, (IE, Access to Information Act, HIPAA, The Prime Directive.)
- Valid Class 5 Driver's License

Required Skills and Abilities:

- Ability to communicate with non-technical staff and with members of interdisciplinary teams
- Flexible and adaptable in regards to learning and understanding new technologies
- Strong written, oral, and interpersonal communication skills
- Ability to conduct research into networking issues and products as required
- Ability to present ideas in user-friendly language
- Highly self-motivated and directed

- Exceptional attention to detail with proven analytical and problem-solving abilities
- Ability to apply and follow project management principles and tasks
- Ability to prioritize and execute tasks in a high-pressure environment
- Strong customer service skills
- Ability to work in a team oriented, collaborative environment
- Ability to work flexible hours
- Ability to work with minimal supervision
- Present a professional attitude and appearance

Supervision of Staff

This position does not involve the supervision of staff.

Responsibilities

Without restricting the generality of this job description, the Network Analyst shall perform such duties and responsibilities as may be assigned including but not restricted to, the following:

- Development of new software programs and applications
- Liaise with the division information systems team to assist in resolving problems with software products or company software systems
- Analyze and assess existing business systems and procedures
- Assist in the definition, development, and documentation of software's business requirements, objectives, deliverables, and specifications on a project-by-project basis in collaboration with internal users and departments
- Assist in defining software development project plans, including scoping, scheduling, and implementation
- Research, identify, analyze, and fulfill requirements of all internal and external program users
- Consistently write, translate, and code software programs and applications according to specifications
- Write programming scripts to enhance functionality and/or performance of company applications as necessary
- Design, run and monitor software performance tests on new and existing programs for the purposes of correcting errors, isolating areas for improvement, and general debugging
- Administer critical analysis of test results and deliver solutions to problem areas
- Generate statistics and write reports for management and/or team members on the status of the programming process
- Develop and maintain user manuals and guidelines
- Train end users to operate new or modified programs
- Conduct research on emerging application development software products, languages, and standards in support of procurement and development efforts
- Liaise with vendors for efficient implementation of new software products or systems and for resolution of any adaptation issues
- Recommend, schedule, and perform software improvements and upgrades.
- Install software products for end users as required
- Be willing to engage in life-long learning with respect to professional development, training, in-services and courses of study

- Conduct oneself in a manner appropriate to an educational institution providing services to children
- Be knowledgeable and supportive of Administrative Procedures and directives
- Perform other duties as may be required or assigned by the Manager of Information Services

Judgment, Independence and Client/Peer Contact:

Confidentiality

At no time should a Programmer Analyst discuss in public, information pertaining to anyone in the School Division. The Programmer Analyst is expected to respect the confidential nature of the position by avoiding the discussion about any topics that are not formally communicated to the public by the administration of the schools or the School Division. Breaching confidentiality is a serious violation of acceptable conduct.

Independence

The Programmer Analyst is expected to work independently and as a team member of the Information Systems department, all schools and the division office as required.

Client/Peer Contact

This employee works collegially with school staff, school-based administration and other division based staff. Contact with other employees and outside agencies is regular and frequent.

Responsibility for Quality of Assigned Work:

The employee is under direct supervision and is responsible for the quality of the work and is expected to seek clarification and direction on any matters of concern.