

CSC Adopted: October 2001 , CSC Revised: _____

Class Title: Programmer/Analyst V

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Plans, designs, implements and evaluates computer application systems. Develops, tests and maintains programs to meet needs of clients as determined by analyzing verbal and written requirements and specifications. Performs research and analysis to pair business requirements with available technologies. Performs oral and written presentations. Provides client support including reviewing test results with clients and training clients on supported applications. Supervises, coordinates projects, and conducts performance reviews. Performs duties in supervisor's absence.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Provides support and supervision to personnel by reviewing and recommending new technologies and analyzing the applicability of same, assigning, scheduling and monitoring work, monitoring staff performance with periodic performance reviews and conducting staff meetings.
2	S	Manages and leads projects by prioritizing projects, monitoring progress, resolving issues, analyzing situations and implementing solutions.
3	S	Determines client's requirements by attending meetings, learning the client's current processes, documenting the requirements, writing system and program specifications and obtaining client approvals.
4	L	Recommends, installs and supports microcomputer hardware and application software by performing problem analysis and resolution, designing, implementing, testing, debugging and maintaining client/server databases and assisting with telecommunications network research and problem solving.
5	S	Provides support to clients by conducting detailed analyses of process flows, producing feasibility and cost analyses, understanding multiple client's interactions, writing requests for proposals, training clients, developing and administering vendor contracts and preparing reports and presentations.
6	S	Provides server and server database administration by checking for database integrity and index consistency, ensuring information security and back-up and recovery plan and ensuring account creation and proper installation of equipment.

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CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Five years experience as a Programmer Analyst.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read contracts and proposals, technical manuals, schematics, policies and procedures, diagrams, correspondence, software documentation and program code.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, algebra and accounting.
Writing	Work requires the ability to write feasibility studies, contracts, reports, system specification, system and client documentation, project plans, status reports, training manuals, program code, correspondence and requests for proposals.
Managerial	Managerial responsibilities include developing, implementing, and maintaining computer application systems, and coordinating activities with multiple clients and vendors.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, vendors and sales representatives.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Copier, fax machine, filing, inter-office, equipment installation, user training
Sitting	F	Computer, desk work, equipment installation, meetings, classes or training
Walking	O	Inter-office, to/from other departments
Lifting	O	Office supplies, office equipment, computer equipment, files, reports, books, manuals
Carrying	O	Office supplies, office equipment, computer equipment, files, reports, books, manuals
Pushing/Pulling	R	Office equipment and furniture
Reaching	O	Manuals, books, files, computer setups
Handling	O	Office supplies, office equipment, software, hardware, manuals, files, reports, books
Fine Dexterity	C	Computer keyboard, calculator, writing
Kneeling	R	Computer setup and troubleshooting
Crouching	R	Computer setup and troubleshooting
Crawling	R	Computer setup and troubleshooting
Bending	R	Computer setup and troubleshooting, installing toner and paper in printers
Twisting	R	Computer setup and troubleshooting
Climbing	R	Step stool
Balancing	R	Step stool
Vision	C	Computer, desk work, reading, equipment installation
Hearing	C	Telephone, staff, supervisors, meetings, training
Talking	F	Telephone, staff, supervisors, meetings, training
Foot Controls	N	
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, laser or inkjet printer, copy machine, fax machine, telephone, computer components, small hand tools, cables and installation devices for computer, Standard Microsoft Windows and Office software

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	M	Dirt and Dust	D
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	M	Noise and Vibration	N
Fire Hazards	M	Fumes and Odors	M
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)