CLASS TITLE: PROGRAMMER ANALYST

BASIC FUNCTION:

Under the direction of the MIS Manager, provide support and assistance to District employees and administrators using personal computers; install hardware and software, configure and upgrade networks, troubleshoot and resolve various malfunctions, write and maintain programs and provide for technical training of various software; configure and install multimedia systems.

REPRESENTATIVE DUTIES:

Install, upgrade, troubleshoot, train and support various computer software for stand-alone computers and networks including DOS, Windows, Lotus and various other software packages utilized by schools and the District; install and support software that runs on Apples and Macintosh computers. E

Install, troubleshoot, configure, replace and test computer hardware including floppy drives, hard disk drives, CD-ROM drives, a wide variety of cards, I/O, internal and external modems, tape backup units, flatbed and hand-help scanning devices and various other hardware; set addresses and interrupts to resolve conflicts and make computers operational. E

Design, develop, program, test, train, maintain and enhance several database programs requested by District personnel; write user manuals for new programs as appropriate. E

Provide formal and informal training classes and workshops for District personnel individually or in groups. E

Support District personnel by answering questions, developing applications, automating procedures, recommending hardware or software for specific needs, scanning materials as needed, converting data and generally assuring the personnel utilize systems efficiently and productively. E

Operate PC computers and peripheral devices such as printers, modems, scanners, laser disc players, copiers and other equipment as assigned. E

Prepare and maintain various logs, records, reports and other documentation related to assigned duties, submit to appropriate personnel as required. E

Assist the Manager and others by performing basic operations on the System/36 systems to reconnect users, restart systems and assist with other operations as needed.

Perform related duties as assigned.

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KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Database structures, on-line applications and system capabilities of the organization's computer systems.
Technical aspects of LAN maintenance, operation and programming.
Compatibility of software programs.
Computer programming languages, utilities and applications used within the organization.
Methods and procedures of operating electronic computers and peripheral equipment.
Record-keeping techniques.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Public speaking techniques.

ABILITY TO:
Install and configure various software applications on Local Area Networks (LANs) and microcomputers.
Troubleshoot and repair basic system malfunctions and maintain system operation.
Write or modify programs to meet user needs.
Perform analysis and modification of existing programs and operations to meet changing needs and to provide for system enhancements.
Provide technical assistance to computer systems users.
Prepare and deliver oral presentations.
Maintain current knowledge of technological advances in the field.
Meet schedules and time lines.
Work independently with little direction.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years college-level course work in computer science and three years experience working with mainframe and microcomputer applications.

LICENSES AND OTHER REQUIREMENTS:

Valid and appropriate California driver’s license.
Incumbents must have an acceptable driving record and must qualify for insurability by the District’s insurance carrier.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor environment.
Driving a vehicle to conduct work.
Constant interruptions.

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PHYSICAL ABILITIES:
Dexterity of hands and fingers to operate a computer keyboard and various peripheral equipment.
Seeing to view a computer monitor.
Hearing and speaking to exchange information and make presentations.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Lifting and carrying moderately heavy objects.

HAZARDS:
Extended viewing of computer monitor.