PROGRAMMER ANALYST

DEPARTMENT : TECHNOLOGY SERVICES
SALARY : 
FLSA : EXEMPT
CIVIL SERVICE : INCLUDED
BARGAINING UNIT : AFSCME

GENERAL DESCRIPTION
Technical and administrative staff position under the direction of the Manager, Information Services responsible for a wide variety of technical and support duties in the development, design, and implementation of an information services system and individual data processing programs for specific departments. Duties include but are not limited to the following: analyzes current computerized systems to make recommendations to the Manager, Information Services and policy makers on the most efficient utilization of current systems; writes new and changes existing programs and assists users in hardware and software problems; installs, troubleshoots, and upgrades all personal computers including terminals, printers, and computer based software programs; assists in the development of training methods and materials and, at the direction of the MIS, instructs users in the operation of new systems and software; involved in the purchasing process of all personal computers including related equipment and software; reviews and analyzes results obtained from use of information systems and individual software programs; maintains the security and integrity of all systems and networks; designs and/or reviews the design of user input and output forms; attends and participates in City Computer Technical Review Committee meetings and other user forums and groups; other duties as assigned.

ESSENTIAL FUNCTIONS
These functions are considered essential for successful performance in this classification.

1. Ability to communicate clearly and concisely both orally and in writing to analyze and interpret data, review operating and technical information, and respond to questions by coworkers, City officials, members of the public, State and Federal agencies.

2. Ability to conduct research and to analyze complex data processing issues.

3. Ability to lift and carry computer equipment weighing up to forty-five (45) pounds.

4. Fine manipulation skills necessary to perform keyboarding.

5. Sensory acuity including touch (component work on personal computers) and color vision (to recognize wire colors on computer equipment).

6. Ability to work with diverse groups of people from a broad variety of social, economic, racial, ethnic, and cultural backgrounds.

7. Ability to move physically from one City department and/or facility to another by motor vehicle or walking depending on distance.

8. Ability to sit for extended periods of time while performing job functions.

9. Ability to work independently and with others with minimum supervision; may be required to direct or supervise the work of other employees.

10. Regular attendance on the job and at the work site is required.

MINIMUM QUALIFICATIONS

1. Graduate of an accredited college or university with a Bachelor's Degree in business and/or computer science and at least one year experience in data processing, including both operations and systems development, or high school diploma/GED with at least two years of post high school education in computer science or data processing and at least three years experience
as defined, or high school diploma/GED with at least five years experience in data processing including operations and systems development. Prefer experience in Windows NT, Windows 95, Microsoft Office, Access, Visual Basic, Internet, and Ethernet networks.

2. Thorough knowledge of computer programming techniques including systems design, methods, and practices.

3. Ability to instruct and train users in a variety of data processing areas.

4. Ability to install and operate computers, peripheral equipment, and software and to diagnose problems and make recommendations.

5. Strong oral and written communication skills with particular emphasis on the ability to clearly communicate complex technical information to elected officials, department heads, coworkers, and members of the public.

6. Ability to establish and maintain harmonious working relationships with coworkers, public officials, and members of the public.

7. If driving a City vehicle, must have a satisfactory driving record based on the City of Waterloo driving point system.

8. Following a conditional offer of employment, the City of Waterloo reserves the right to require a physical examination by a physician of the City's choice to determine if an applicant is capable of performing the essential functions of this job classification.

9. Required to submit to Civil Service examination procedures including an oral interview.

WORK SCHEDULE
Generally 8:00 a.m. to 5:00 p.m. Monday through Friday but must be available for department or City activities or meetings that require the attendance of the Programmer Analyst.

PROGRM ANAL-DESCRIPTION May 1998