



## POSITION DESCRIPTION

Program Analyst II

**Position** ..... Programmer Analyst II  
**Department/Site** ..... Technology and Computer Services  
**FLSA** ..... Non-Exempt  
**Evaluated by** ..... Network, Central Computing and Telecommunications  
Supervisor  
**Salary Range** ..... 46

### **Summary**

The Programmer/Analyst II is the second and mid-level position in the technical analysis and applications programmer career ladder. This position performs analysis, development, coding, testing, and documentation of computer applications on multiple platforms for academic and business processes; provides technical support, troubleshooting and problem resolution on computer applications; develops interfaces to external systems.

### **Essential Duties and Responsibilities**

- Follows systems development life-cycle techniques and utilizes joint application development processes and project management techniques and specialized software packages/applications.
- Analyzes and defines current organizational functions, processes, sources and uses of information, and other data to determine application needs and requirements.
- Documents workflow using organization and data flow charts and other related materials. Produces application design specifications and documentation on inputs, outputs, and data structures.
- Identifies and documents business processes and workflow that contribute to enhanced information flow by interviewing users, generating process maps, and proposing process solutions. Identifies information, hardware and software to support processes.
- Prepares system design specifications and documentation for all data input, output, and structures.
- Coordinates, defines, prepares, and modifies original applications, involving staff members of multiple organizational units, usually in one or more committee formats.
- Designs inputs, including data entry screens, scanner forms and files. Designs outputs, including reports, files, and display screens.
- Develops user and system documentation.
- Provides technical support, problem resolution, and data research for end users.
- Troubleshoots application errors. In conjunction with users, isolates problems from symptoms, determines alternatives and develops and implements solutions.
- Works with external agencies, independent contractors, vendors, and organizations on technology services, applications, and/or data requirements.
- Maintains up-to-date knowledge of evolving computer technologies, including hardware, software releases, languages, problem solving techniques, and development tools.
- Performs other duties as assigned that support the overall objective of the position.

### **Qualifications**

- **Knowledge and Skills**
  - Requires in-depth knowledge of computer applications design and development.
  - Requires in-depth knowledge of program development techniques, procedures, tools, and documentation requirements as well as the software system development life cycle.



## POSITION DESCRIPTION

### Program Analyst II

---

- Requires in-depth knowledge of complex principles and procedures of computer systems, including analysis, and design.
  - Requires in-depth knowledge of database concepts, design techniques, and tools.
  - Requires in-depth knowledge of computer file methods, structured testing techniques, and programming languages used by the District such as Visual Basic, SQL, ASP or others currently in industry use.
  - Requires problem solving and analytical skills.
  - Requires well-developed human relation skills to facilitate small group processes, conduct training, provide technical support, and apply understandable lines of questioning when trying to understand department needs or problems.
- **Abilities**
- Must be able to perform all of the relevant duties of the position with limited supervision.
  - Requires the ability to analyze technical problems and to develop and apply appropriate solutions.
  - Requires the ability to conduct information interviews through individual conferences and group processes, and then translate user requirements into computer programs and systems.
  - Must be able to coordinate systems development functions and steps and follow logical progressions for programming systems.
  - Must be able to design, program, install, and maintain programs for original and purchased applications and systems, including databases.
  - Requires the ability to write basic to complex programs.
  - Requires the ability to analyze data and develop logical solutions.
  - Requires the ability to discuss technical information with users, discern their needs and develop programs, systems, screens, etc., which meet those needs.
  - Must be able to communicate technical and complex information to non-technical users.
  - Must be able to read, understand and apply information from technical manuals and education code regulations.
  - Must be able to prioritize work in order to meet deadlines and maintain schedules.

### **Physical Abilities**

- Incumbent must be able to function effectively indoors engaged in work of primarily a sedentary nature.
- Requires the ability to sit for extended periods of time to accomplish data entry and deskwork.
- Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard, multi-media presentation, and other office equipment.
- Requires normal hearing and speaking skills to communicate in one-on-one and small group settings and distinguish sound prompts from equipment.
- Requires visual acuity to read printed materials and computer screens.

### **Education and Experience**

- An associate degree in computer science, or the completion of at least sixty (60) college-level semester units, and three years of computer programming experience; or, in the absence of an associate degree, or the completion of at least sixty (60) college-level semester units, five years of computer programming experience.



## **POSITION DESCRIPTION**

Program Analyst II

---

### **Licenses and Certificates**

- May require a valid driver's license.

### **Working Conditions**

- Work is performed indoors where minimal safety considerations exist.