

KENT COUNTY POSITION DESCRIPTION

*Kent County Levy Court
555 Bay Road, Dover, DE 19901*

Department of Administration
Information Technology Office
Classified, GRADE 15
FLSA exempt position

PROGRAMMER ANALYST

GENERAL STATEMENT OF DUTIES: Configures and maintains County's mid-range computer platform including architecture design and development, engineering, performance analysis, system evaluation, IT solution coordination, and successful transition to new or enhanced programming versions; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Positions in this class are responsible for developing requirements, preparing specifications, evaluating architect and design systems, developing solutions for platform compatibility, writing computer code, testing program upgrades and solutions, and implementing programs/systems. Primary emphasis will be on computer system project planning and estimation (including costs), timeline, and status reporting. Performing iSeries system configuration, operations, upgrades, security and hardware and software support. Works with and has access to highly confidential information. The position works independently, reporting major activities and progress to the Information Technology Director.

ADA REQUIREMENTS: This is light work requiring the exertion of up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects; work requires stooping, reaching, crouching, standing, pushing, pulling, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; mental acuity is required to make rational decisions through sound logic and deductive processes; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of a measuring devices, determining the accuracy and thoroughness of work, observing general surroundings and activities; the worker is subject to inside environmental conditions, and atmospheric conditions.

EXAMPLE OF WORK: (Illustrative only)

Maintain mid-range computer platform and applications to meet County goals and requirements;
Recommend alternative programming approaches based on user requirements;
Perform feasibility studies, life cycle analysis and/or cost/benefit studies;
Provide input during client strategic planning (as required) as part of technical expertise;
Research and maintain knowledge regarding applications and related software;
Recommend enhancements to computerized operations and procedures;

Monitor computer program performance to detect errors;
Apply testing procedures/methodologies (e.g., diagnostic software) and interprets data;
Prepare user instruction and system documentation;
Handle multiple projects and priorities within a dynamic work environment;
Resolve production problems to provide continuous operations;
Train and support programming staff members;
Interact regularly with County staff to achieve system solutions.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Advanced knowledge of mid-range computer platforms and applicable computer programs; demonstrated ability to manage full computer system lifecycle experience from solution development to implementation; in depth knowledge of RPG, CL, mid-range computer programming tools, 4th level languages, and Communication Protocols, security, backup and restore; experience installing PTF, OS upgrades, IPLs; ability to analyze computer processing problems and users request and develop solutions that can be implemented; some knowledge of, and/or willingness to learn web based user interface tools; advanced PC skills, such as word processing, spreadsheet, and file transfer; excellent oral & written communication skills; ability to monitor performance of programs after implementation; ability to understand and work from oral and written directions; ability to coordinate design and plan projects; ability to supervise and evaluate the work of others; ability to prepare detailed reports; ability to deal effectively with and maintain effective relationship with staff, supervisor, and the public; ability to communicate effectively; regular and timely attendance; performance of duties in a safe manner.

ACCEPTABLE EXPERIENCE AND EDUCATION: Bachelor's degree from an accredited four-year college or university with major course work in information technology, computer systems, or closely related field and at least 3-5 years experience developing large, technically complex systems and 1-2 years with major responsibility for developing, revising and controlling technical documentation of a complex systems; or any combination of experience, and training which provides the required knowledge and skills.

ADDITIONAL REQUIREMENTS: Possession and retention of a valid motor vehicle operator's license issued by the State of Delaware. Must pass testing for substance abuse and criminal background investigation. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required. Requires work schedule flexibility with after-hours support and on-call availability.

Employee Acknowledgement

Eff. 10/01/07

Rev. 07/01/15

Rev/Retitle: 07/01/19