Position Description

Title: Programmer Analyst III
Rank: Administrator III
Department: Office of Information Technology
Supervisor: Generally reports to Director or designee

Position Summary:

This position is responsible for the design, development, testing, maintenance, and support of one or more software components incorporated in University’s information systems.

Position Responsibilities:

1. Follow the standard software development life cycle process to design, implement, test, and maintain information systems according to user requirements and specifications.
2. Assist in the design, installation and support of software development, testing, and production environments.
3. Provide end users with application level and technical support.
4. Coordinate, maintain, support organization’s files, reports, and/or any other reporting mechanisms as needed. Produce special reports as required.
5. Assists/perform the installation, configuration, administration, maintenance, and support of underlying hardware or software components of the information system as required.
6. Monitors the ongoing operation and performs activities to assist with performance tuning, troubleshooting of hardware, OS and application issues. Assure the performance and features of the information systems.
7. Maintains appropriate documentation on requirements, specifications, testing procedures, and program configurations.
8. Participates in organization’s disaster recovery and business resumption planning, testing, and implementation.
9. Participates in organization’s emergency response planning, testing, and implementation.
10. Assists in the implementation of security policies & procedures, along with investigation and resolution of security incidents, to ensure a stable and secure computing environment.
11. Collects and reviews system data for capacity and planning purposes.
12. Works closely with other application developers and/or outside service providers to support operations and implement new technology solutions to meet the organization’s needs.
13. May supervise student workers.
14. Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.
Qualification:

1. Bachelor’s degree in Computer Science or related area.
2. Minimum 3 years of experience with responsibilities involving design, implement, test, and maintain information systems according to user requirements and specifications.
3. Familiarity with one or more operating systems.
4. Familiarity with one or more programming languages.
5. Experience in the installation and support of software development, testing, and production environments.
6. Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
7. Strong organizational, analytical and problem-solving skills.
8. Ability to work with minimal supervision, to work on multiple tasks, and to work effectively as part of a team.
9. These qualifications may be waived for individuals with an equivalent combination of education, training and experience.