

PROGRAMMER/ANALYST, SENIOR

Job Code	Pay Grade
14440	CL20

Nature of Work

This is professional, advanced technical and advanced analytical work in planning, design or selection, development, maintenance and implementation of information system software installed on multi-computer hardware and multi-operating system platforms devoted to mission critical objectives. The employee in this class is responsible for providing technical support, leadership, and liaison in the functional areas of information systems development and support in a multi-customer, multi-platform, multi-operating system, multi-vendor, mission critical environment. Duties include all aspects of system development and support, concentrating on technically complex tasks which include system and business analysis, planning, design, software development, testing, implementation and post implementation support. Must be capable of assuming total responsibility for assigned systems.

Minimum Qualification Requirements

- 4 years experience in IT, MIS, computer science, evidencing competency in programming, computer systems program design, and systems analysis; or
- Associate's degree plus 2 years of directly related programming experience in IT, MIS, computer science, evidencing competency in computer systems program design and systems analysis; or
- Bachelor's degree in IT, MIS, computer science, engineering, computer systems programming, program design and systems analysis, or related field; or
- An equivalent combination of training, education and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee to successfully obtain and maintain a Florida Department of Law Enforcement, (FDLE), Criminal Justice Information Services, (CJIS), Level 3 - Limited Access Certification within six (6) months of appointment.
- Hiring Department may require the following demonstrated experience in any of the following:
 - {1} Mainframe-centric system programming and development tools and practices -- e.g., ORACLE, COBOL, CICS/BMS, VSAM, MVS, TSO/ISPF, JCL, EZ+, INTERTEST, MICROFOCUS, SYNCSORT, RDBMS's, or
 - {2} Client-server/web-based system development tools and practices -- e.g. Oracle Forms/Reports/Designer, C++, Visual Basic, XML, Visual Interdev, ASP, .Net, Websphere, Java, CDPD or other Wireless Technology, Access/SQL/Oracle RDBMS
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Demonstrates a high degree of technical proficiency in leading edge and established technologies, operating systems, relational database management systems, and web enabling technologies.
- Creates or modifies customer centric information technology solutions; transforms complex business processes and procedures into programmable computer logic.
- Designs, develops and creates a large variety of original applications for customers.
- Formulates project plans and schedules, including requirements, tasks, work assignments, resources and critical milestone review points for moderate to large projects.
- Initiates, designs and develops original information system software procedures, routines and programs for large scale systems of multiple architectures, multiple platforms, and multiple agencies.
- Coordinates the work of less experienced information system programmer/analysts engaged in the development and installation of new and revised information system software and related program products.
- Provides recovery assistance on an on-call basis for information system failures of any type.

PROGRAMMER/ANALYST, SENIOR (continued)

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Illustrative Tasks (continued)

- Performs problem determination and provides resolution to management and customers.
- Improves processes to increase the efficiency and effectiveness of information systems, procedures, and equipment for large scale multi-agency systems.
- Maintains contact with software and hardware vendors to coordinate complex problem determination and resolution.
- Develops, coordinates and implements training programs for IT and customer staff.
- Provides reports of problem and change management activity and project labor distribution to IT management.
- Reviews and audits new systems during design, prior to implementation and start-up periods within the assigned systems area.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of the operating characteristics, capabilities and limitations of small, medium and large scale computer systems.
- Knowledge of operating systems, data base design and management, online transaction monitors, client-server, and web-based application tools.
- Knowledge of research techniques, methods and procedures.
- Knowledge of computer system metrics.
- Skill in project management and control.
- Skill in the programming languages utilized by the Business Technology Services department.
- Skill in systems analysis, design procedures and techniques.
- Ability to present oral and written technical reports clearly and concisely to customer staff and management.
- Ability to perform functional and performance tests; analyze test results; detect programming errors and perform proper corrective action on large scale, multi-platform / multi-agency systems.
- Ability to lead technical work groups of information systems staff.

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Revised	EEOC Code	Overtime Code
6/14	Technicians	Classified/Excluded