

## **INFORMATION TECHNOLOGY SYSTEMS ANALYST/PROGRAMMER**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **JOB OBJECTIVES**

Under general supervision of the Technology Director, provides highly technical development and support for the City's database systems, applications and users in a LAN/WAN environment; performs a variety of advanced software analysis, programming and maintenance; provides general training to users on the City's main application and reporting systems; develops online resources and services; and performs a variety of duties relative to assigned area of responsibility.

### **ESSENTIAL FUNCTION STATEMENTS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

Ensure the integrity, security and effective performance of the City's applications and databases.

Perform database design, development, and maintenance of the City's databases; work with programmers and developers contracted to work on database enhancements, specialized programming, special projects, report writing and other duties as assigned. Develop programs, analyze user needs and requirements, design system structures and make modifications or improvements to applications and programs.

Support and maintain web application servers; Provide E-Commerce and web application development. Consult with others to establish design and access standards and procedures that ensure continuity of web content and site availability for staff and the public. Oversee and perform scripting and programming of web site features and applications. Programs in languages appropriate for web browsing and transaction applications (ex: HTML, PHP, ASP and Java Script).

Develop, program and oversee the maintenance and design of the City's official website and resources. Research, maintain and monitor the website for added or upgraded services to meet city goals and strategic initiatives. Recommend products or services, including costs, design and project proposals for improved or new services to the public.

Research and evaluate new technologies. Consult with Technology Department staff on identified potential new technologies or services. Develop proposals, including time, equipment and costs for implementation of new services or system upgrades.

Plans, coordinates and completes assigned technology projects and systems deployment; oversees vendor support, including implementation of systems, licensing, upgrades and problem resolution.

Assist City staff with software applications, related programs, telecommunications, and support and train for both hardware and software systems. Recommend and implement solutions to assure minimum delay and effective operation for system users.

Assist in coordinating training programs, training computer end-users in using network and computer resources and in providing training on technology upgrades or new resources.

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Install, upgrade, patch applications and systems; analyze and resolve complex technology application and system issues.

Monitor, review and schedule assigned work orders support to optimize staff support services and system priorities.

Assist in maintaining user and application level instructional and support documentation. Update technical documentation, such as client and application specific installation configurations, problem fixes, and vendor support.

Perform network administration duties in the absence of other information systems staff.

Provide assistance in various information technology projects that affect the user environment.

Provide backup for computer support including hardware and software desktop support, including installing, configuring, and repairing computers and providing support to employees across the network.

### **SECONDARY FUNCTIONS**

Performs other duties as assigned that support the overall objective of the position and goals of the Department.

Communicate project design and recommendations to the Technology Department timely, coordinating and planning yearly project priorities with the team.

Support and troubleshoot the various audio/visual equipment in board and conference rooms throughout the City.

Performs other functions within the department as necessary or assigned by Director.

### **AUXILIARY FUNCTION STATEMENTS**

Follow all safety rules and procedures established for work area.

Perform related duties and responsibilities as required.

### **QUALIFICATIONS**

#### **Knowledge of:**

Advanced networking technologies, data and voice communications systems, routers and firewall devices, image and data transmission, application development principles and database design, local area networks (LAN), and working knowledge of client/server applications, securities and internet/intranet applications.

Relational database theory and design fundamentals.

Website design and administration principles.

Principles of network operating systems and specialized applications of the City.

Operational characteristics of various computer systems, databases, applications and peripheral equipment including client-server software; Maintenance and repair techniques.

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Advanced computer languages and programming practices (Visual Basic.Net, VBScript, ASP, PHP, Java Script).

Advanced database administration (SQL Server, MySQL, SQL, Access, Progress).

Advanced Methods and techniques of troubleshooting hardware and software configurations and problems.

Principles and practices of training and instruction.

Principals of Voice over Internet Protocol (VoIP), voice telecommunications and voicemail system support and security.

Modern office procedures, methods, troubleshooting and problem solving protocols.

#### **Ability to:**

Diagnose, install, configure and troubleshoot hardware and software problems in a complex network environment, identify solutions, make and implement recommendations.

Respond to after-hours network emergencies and outages timely.

Perform advanced network application/system administration, engineering, and system monitoring.

Support and maintain city databases, develop reports, forms and enhance the features for users.

Develop web applications (e-commerce, e-government, forms, applications, etc.) for continued enhancement to usability of the city's website for the public.

Participate in various information technology projects and computer support activities.

Develop and conduct training programs for client-server applications and programs.

Manage time and schedule activities effectively. Respond to requests and inquiries from network users and provide assistance as needed.

Operate personal computers, printers and other peripheral equipment.

Communicate clearly and concisely, both orally and in writing.

Maintain confidentiality of sensitive files and materials accessed, discussed or observed.

Establish and maintain effective working relationships with those contacted in the course of work.

#### **Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

##### **Education:**

Equivalent to a Bachelor's degree in computer science or related field

##### **Experience:**

Three years of increasingly responsible experience in database design and support, system and application administration and support, and programming and development including: web development, programming and database management, SQL/Access and application report writing, e-commerce, and intranet development

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#### **Equipment used:**

Personal computers, network servers, LAN and WAN hardware (firewalls, routers, switches, etc.), network/phone diagnostic equipment, light hand tools, and general office equipment

#### **Computer Skills:**

Intermediate to advanced understanding of Windows (TCP/IP) network operating system and desktop support, DNS, Active Directory, Windows Servers, database design and administration

General firewall, VPN concepts and configuration, and understanding of VoIP telecommunications systems

Advanced skills in database systems (SQL) database management, ODBC connectivity and reporting tools

Specific skills in Windows Server, Visual Studio, web development and design, and other related basic tools preferred

Programming and scripting abilities such as Visual Basic.NET, VBScript, VB for Applications

Experience programming API's

#### **Certifications:**

Professional networking and/or programming certification such as Microsoft Certified Database Administrator (MCDBA) or Microsoft Certified Solutions Associate (MCSA) is preferred.

Possession of an appropriate, valid Driver's License is required.

#### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Office/field environment; exposure to computer screens.

**Mobility:** Sitting for prolonged periods of time; extensive use of computer keyboard.

**Vision:** Visual acuity to read computer screens.

**Other Factors:** Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings.