

San Diego Community College District

CLASSIFICATION DESCRIPTION

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Job Code: D1822
Original Date: 03/2023
Last Revision: 07/2024
Staff Type: Classified
FLSA status: Exempt
Salary Range: 06

Title: Programmer Analyst II

Unit: Supervisory & Professional

DEFINITION

Under the general direction of the Manager, Application Development or assigned manager, the Programmer Analyst II position gathers and analyzes users' requirements and creates Project Requirements Documents. Key responsibilities include collaborating with stakeholders to analyze requirements and develop specifications; recommending, designing, writing, and testing new and existing programs within industry standard programming procedures; and providing technical support and training to users and colleagues. Incumbents serve in Project Management capacity to develop, coordinate, and accomplish activities and maintain compliance with applicable federal and state laws, regulations, and codes.

DISTINGUISHING CHARACTERISTICS

The Programmer Analyst II is distinguished from the Programmer Analyst by the level of independence required in performing job duties, level of complexity of assignments, and the level of responsibility in coordinating and managing projects from inception to completion.

EXAMPLES OF DUTIES

1. Develop, maintain, and modify assigned programs; debug and correct programming logic and syntax errors; complete documentation; coordinate testing; coordinate with systems staff to promote programs into production; and ensure programs are accessible for the District's diverse stakeholder communities.
2. Participate in Peer-Review processes for migrating new and modified programs into production with an emphasis on effective, efficient, and equitable service to diverse communities.
3. Assess, analyze, document, and manage diverse user requirements and needs for program enhancements and perform analysis, design, implementation, installation, and training related to new and existing software products to ensure accessibility for diverse communities.
4. Provide technical advice, support, and training to diverse users and programmers; collaborate with programmers and systems analysts on design algorithms and methodologies; and participate in problem solving and systems resolutions.
5. Participate in the planning and execution of ERP systems upgrades (PUM), updates, and patches; coordinate and maintain ERP upgrade schedules and document and verify changes and testing procedures with diverse users.
6. Coordinate programming changes with managers, stakeholders, and technical services staff; adhere to change management control standards and maintain versions control as needed.
7. Participate in project priorities meetings and decision making in collaboration with stakeholders and IT management with an emphasis on equitable service to the District's diverse stakeholder communities.
8. Create and provide project management activities for projects and large tasks using department accepted project management tools and methodologies and in compliance with District policies and procedures.

9. Create and maintain adequate documentation on projects and activities to maintain business continuity in districtwide IT support.
10. Coordinate with diverse communities of external consultants and independent contractors on assigning and collaborating programming changes and assigned tasks.
11. Participate in the evaluation of third-party software products and provide technical recommendations to ensure equity and accessibility for diverse stakeholder communities.
12. Participate proactively in assigned committees and special projects; cooperate, coordinate, and collaborate with stakeholders as appropriate to advance department strategic objectives and effective operations.
13. Utilize technology resources effectively to automate routine processes and procedures, improve efficiency of operations, and maintain currency with industry operational standards; evaluate and recommend changes in technology resources to improve operations; collaborate proactively with technology services staff to make programming changes necessary to meet operational requirements; and ensure use of technology resources results in equitable services and outcomes for diverse communities.
14. Work collaboratively and professionally with faculty, staff, and other stakeholders from diverse academic, socioeconomic, cultural, disability, gender, and ethnic communities.
15. Demonstrate cultural humility, sensitivity, and equity-minded leadership in working with individuals from diverse communities; model inclusive behaviors; and achieve equity in outcomes.
16. Contribute positively to a culture of diversity, equity, and inclusion; take action to promote staff diversity; and create an inclusive environment in the IT Services department.
17. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

Applicable federal and state laws, regulations, and programs.

Effective communication methods, techniques, and modes with diverse stakeholders.

Effective, efficient, and equitable professional and service-oriented office operations, procedures, and practices.

Effective project management principles and practices.

District organization, operations, mission, strategic objectives, policies, procedures, and rules.

Relational Database Theory, Database Normalization concept, and database logical and physical design concepts and techniques; Structured Query Languages (SQL), Oracle SQL*Plus, MS SQL-Server, and related applications.

Specific software/programming language(s)/tools such as PeopleTools, including Application Designer, People Code, Application Engine (AE), Integration Broker/Tools, Process Scheduler, PS Query, SQR, Workflow, nVision, PeopleSoft Security, Tree Manager, Data Mover, BI Publisher/XML Publisher, Oracle (SQL, SQL Developer, SQL Plus).

Skills and Abilities:

Communicate effectively with diverse stakeholders, orally and in writing.

Define issues, analyze problems, evaluate options, develop sound conclusions, and make appropriate recommendations in accordance with applicable laws, regulations, policies, procedures, and rules.

Establish and maintain effective working and professional relationships with individuals from diverse communities.

Maintain accurate records and produce detailed, thorough, and accurate analyses and reports.

Maintain appropriate professionalism in stressful situations.

Manage multiple and competing priorities and tasks within established timeframes and expected level of performance.

Operate and effectively use office technologies and software applications, including general business platforms and technologies specific to application development.

Review and assess requirements and provide solutions.

Training and Experience:

Any combination of training and experience equivalent to: a bachelor's degree from an accredited college or university in computer science, mathematics, engineering, or a related field and five years of relevant business experience in programming.

Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, gender, and ethnic backgrounds of community college students and staff.

WORKING CONDITIONSPhysical Requirements:

Category III

Environment:

Favorable, usually involves an office. Normal, flexible work hours with some extended hours and weekends. Exposure to video display terminals and computer related noise levels.