AREA-WIDE RECORDS MANAGEMENT SYSTEM (A.R.M.S.) PROGRAMMER/ANALYST I

JOB DESCRIPTION

Division:	Information Technology
Department:	Executive
Reports To:	Information Technology Director
FLSA Status:	Non-Exempt
Job Type:	Civil Service, Non-Union
EEO-4 Category:	Technician
Pay Grade:	40

JOB SUMMARY

Designs and codes new computer programs; modifies existing computer programs; trains and supports users in usage of computer programs; performs routine computer system maintenance and problem resolution for both hardware and software issues as required; maintains database structure and integrity.

ESSENTIAL FUNCTIONS

- Designs web pages, screens, menus and programs for A.R.M.S. and other computer applications.

- Works with the Programmer/Analyst II to create and codes new computer programs and modify existing programs in the IBM iSeries Native Environment using RPG, CL, Java, JavaScript, SQL, HTML, CSS employing structured programming techniques.

- Prepares and writes program modifications for users of the A.R.M.S. programs.

- Researches requests for new programs, as approved by the Information Technology Director and the Area-Wide Records Management System (A.R.M.S.) user group, using standard data analysis and structured design techniques.

- Assists trainers at the member agencies in the adoption of new programs and enhancements to existing programs.

- Creates and maintains system, program and user documentation for assigned programming projects.

- Provides primary help desk support to users of A.R.M.S. software and secondary support for hardware related issues.

- Maintains the A.R.M.S. database on the iSeries computer. Responsible for integrity, verification and administration of data elements and providing secure access to users as needed.

- Assists Information Technology Director in preparing system specifications for, and subsequent maintenance of, hardware and software contracts.

- Provides technical expertise and advice as assigned to various committees and projects such as software and hardware searches.

- Creates and provides various status reports as directed to include a weekly project and duty status report to the Information Technology Director and a monthly A.R.M.S. project status report to the A.R.M.S. user group.

- Performs other related duties as assigned.

JOB REQUIREMENTS

REQUIRED KNOWLEDGE, EXPERIENCE & SKILLS

- Knowledge, skills, and abilities typically acquired through completion of a bachelor's degree in an IT-related field and two (2) related years of work experience; or equivalent experience and education that would likely provide the relevant knowledge and abilities.

- Knowledge of structured computer programming, SQL, file maintenance procedures and relational database design.

DESIRED SKILLS

- Knowledge of modern iSeries communication protocols utilizing TCPIP.

- Knowledge of necessary to connect and maintain various hardware such as: printers, local area networks, terminals and personal computers.

- Skills necessary to perform minor computer technician tasks such as replacing component in failed hardware and installing cable and wire lines.

REQUIRED ABILITIES:

- Design and write code for the compilation of computer programs, screens, menus and Control Language procedures.

- Effectively communicate orally and in writing with users and management in a variety of levels including: preparing presentations, leading small group discussions, creation of formal report status, effective memo writing and one- on-one discussions.

- Learn new programming tools and technologies through online training and other means of self-study.

- Use proper research techniques, such as user interviews, program reviews and problem analysis.

- Maintain confidentiality.

- Multi-task.

- Identify key issues, develop action plans, maintain project schedules, manage resources, coordinate in-depth analysis, and deliver quality solutions on time and within budget.

- Accept criticism and calmly and effectively handle highly stressful situations.

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

- Work independently in the absence of supervision.

DESIRED ABILITIES

- Knowledge of the following technologies on the IBM iSeries computer: RPG, CL, Java, JavaScript, SQL, HTML, CSS and IBM utility software including SEU, SDA, PDM, interactive SQL, Qshell and Rational Developer for Power Systems.

- Train and communicate with staff, regarding the operation of personal computers and the IBM iSeries Computer System keyboards and programs.

- Efficiently operate and control the IBM iSeries computer.

- Complete system analysis of existing procedural and application systems through the use of proper interview, documentation, needs assessment and review methodologies and to then design appropriate systems and make recommendations for procedural system changes.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- Valid Illinois driver's license.

RESPONSIBLE FOR:

- Providing timely status reports as directed to Information Technology Director and the members of the A.R.M.S. user group.

- Completing systems analysis and design for new programming assignments; including user interview, system data flow diagrams and other charts and structured design methodologies.

- Administration and maintenance of the A.R.M.S. data base including data description specifications, table data and documentation of system, and changes made to the system.

- Preparing and writing new programs and modifications for existing programs.

SUPERVISORY GUIDANCE RECEIVED/GIVEN

- No supervisory responsibility.

- Reports to the Information Technology Director who provides a general outline of work in terms of objectives rather than methods.

- Work requests generally are received from users. Assignments require the regular use of discretion, resourcefulness, and independent judgment to provide innovative solutions for a wide range of programming problems and telecommunications problems including, but not limited to, system design, installation, maintenance and repair. Exercises considerable discretion and independent judgment in deciding how to perform the work assigned.

CONTACTS: INTERNAL/EXTERNAL

- Regular contact with members of A.R.M.S. user group to report programming status.

- Regular contact with users for program design, testing, implementation and training.

- Periodic contact with industry representatives to obtain current state-of-the-art knowledge to monitor performance of current hardware and software.

WORK ENVIRONMENT

- Standard office setting.

- Occasional travel to various user agencies that are participating in the A.R.M.S project, as well as travel required for periodic training and conference attendance.

- Forty-hour workweek schedule, but may occasionally require overtime. May include pressure generated by equipment malfunctions, deadlines, and workload.

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SPECIAL EFFORT REQUIRED:

- Attention to detail
- Participation and membership in various committees, user groups, and standing meetings with other information services and data processing organizations and individuals as well as other governmental bodies as directed.

The physical demands described 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 the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Prepared By: <u>Sanford Hess, IT Manager and Elizabeth Borman, Asst. Human Resources Manager, 1/14/2014</u>

Approved By: _____
                       Department Head   Date

Approved By: _____
                       Human Resources Manager   Date

Class Specification History:
- General revision: 11/1995
- General revision approved by the Urbana Civil Service Commission: 9/25/2013
- Revised from Programmer/Analyst to Programmer I with amended qualifications (not yet approved by Civil Service Commission).