

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SENIOR PROGRAMMER/SYSTEMS ANALYST

BASIC FUNCTION:

Under direction of an assigned supervisor, provide support in analyzing system data and information; determine data integrity, test data accuracy and reliability; develop software applications to provide data analysis functions and reports for institutional use. Design, develop, test and implement system programs and database level language scripts, analyze ERP system(s) for a variety of institutional data processing needs; research, write and maintain end user documentation to support programs and operational/business procedures; instruct ERP system end users on the proper operation of systems, and provide expertise and consultation services to system users.

REPRESENTATIVE DUTIES:

The following duties are typical for this classification.

1. Support the planning and implementation of long-range system goals, and assist in the preparation of proposals for all phase of systems planning, development and implementation.
2. Analyze user business processes and design applications/solutions to help streamline operations.
3. Define the scope and objectives for applications, along with constrains and system requirements.
4. Detect, analyze, and define data needs for various organizations in the college; collect, process, and employ end user inputs, information, or other data to determine ERP system needs and requirements.
5. Coordinate and implement data conversion, integration and transitions.
6. Coordinate and guide the work of lower level functional users in using applications and provide training if necessary.
7. Support college institutional research by providing accurate and appropriate information and data.
8. Provide technical assistance in specialized software applications and data analysis.
9. Design, program, maintain and debug existing programs and data structures to meet end user needs; provide for proper maintenance of assigned programs; identify increased reporting capability, records maintenance and/or data manipulation requirements.
10. Design, program, maintain and analyze new programs, scripts and data structures to accommodate current and future needs; consult with system end users to detect and define existing needs and requirements, propose and discuss alternative approaches, and resolve questions and issues; assure file conversion and cross-operating platform file manipulation as appropriate.
11. Write code and modify programs using current programming languages on UNIX and/or Windows Platforms; code and modify UNIX, Windows and DOS based programs/scripts using applicable programming language; code user interface applications for data collection and queries; code analytical and statistical applications; assure data integrity for interdepartmental reporting procedures.
12. Test, debug and evaluate ERP system performance; identify and rectify potential program failures.
13. Design and maintain database and file structures used by the institution ERP system; establish,

**Senior Programmer / Systems Analyst / Classified / Range
32 Board Approved: 09/16/20**

link, join and relate data within tables via scripts; maintain flow charts or narrative description of program flow, purpose and operation; examine output data from program operations to verify and assure accuracy and completeness of data.

14. Maintain frequent contact with end users from various departments to discuss and analyze ERP system performance and efficiency; consult with end users to discuss desired system data output and user expectations; respond to diverse questions and issues from faculty and staff concerning ERP system processes and business practices.
15. Write and maintain ERP system operations documentation for end users and operators and provide training if necessary; assure documentation contains steps to initiate programs and routines to remedy interruptions in program runs.
16. Consult with appropriate staff regarding system design, problems and developments and other related matters.
17. Provide telephone support, remote assistance, and other help desk functions, to include maintenance of detailed records and reporting of work orders using the institutional work-order management system.
18. Maintain system security and protection of confidential information, files, and electronic data.
19. Maintain current knowledge of developments, issues and advancements in data processing equipment, software and programming.
20. Operate a variety of computer equipment, peripheral devices and test equipment.
21. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Ability to:

- Diagnose the cause of data inaccuracy.
- Perform software development to construct applications to test data integrity and consistency.
- Perform software development to generate various critical reports for community college use.
- Maintain comprehensive records and provide proper documentation of the applications developed.
- Develop databases, programs and procedures necessary to integrate and/or implement the ERP system(s).
- Test system fully to determine its operational reliability.
- Work with users in identifying their data access/query/reporting needs.
- Perform local problem resolution and/or functional analysis for ERP users.
- Analyze system needs for instructional and administrative functions and develop workable automation solutions.
- Analyze situations accurately and adopt an effective course of action.
- Design and implement system programs/scripts.
- Programming and data structuring/analysis.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and timelines; effectively plan and organize work.

Knowledge of:

- Computer programming techniques to independently analyze, design, develop and maintain effective computer applications.

**Senior Programmer / Systems Analyst / Classified / Range
32 Board Approved: 09/16/20**

- Effective communication skills both orally and written.
- Computer applications.
- Problem solving techniques.

EDUCATION AND EXPERIENCE:

Bachelor’s degree from an accredited college or university with major course work in computer science, information technology or a related field and four years of increasingly responsible experience in an Enterprise Resource Planner (ERP) type position or equivalent combined education and experience;

Desired:

Experience with Ellucian Banner ERP system or similar.
 Related technical experience in a higher education environment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

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|----|-------------------------------|----|--------------------------------------|
| 1. | Seldom = Less than 25 percent | 3. | Often = 51-75 percent |
| 2. | Occasional = 25-50 percent | 4. | Very Frequent = 76 percent and above |

- 4 a. Ability to work at a desk, conference table, or in meetings of various configurations.
- 1 b. Ability to stand for extended periods of time.
- 4 c. Ability to sit for extended periods of time.
- 4 d. Ability to see for the purpose of reading printed matter.
- 3 e. Ability to hear and understand speech at normal levels.
- 4 f. Ability to communicate so others will be able to clearly understand a normal conversation.
- 1 g. Ability to bend and twist.
- 2 h. Ability to lift 25 pounds.
- 2 I. Ability to carry 25 pounds.
- 4 j. Ability to operate office equipment, computer, or related peripherals.
- 1 k. Ability to reach in all directions.

**Senior Programmer / Systems Analyst / Classified / Range
 32 Board Approved: 09/16/20**

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.

**Senior Programmer / Systems Analyst / Classified / Range
32 Board Approved: 09/16/20**