Job Title:	Programmer Analyst I- AIS	**Grade:**	L
Department:	Information Technology Services	**FLSA:**	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

An entry level position for a Knowledge Professional focusing in the functional areas of Programming and Systems Analysis as needed by the Information Technology Services Department in delivering service and support to clients. Under general supervision, codes and modifies standard programs. Tests and debugs codes; maintains, and modifies computer programs. Performs entry level analysis and design of program. Prepares user and application documentation for the use of new and revised systems, including operational documentation.

Characteristic Duties and Responsibilities:

1. Designs, codes, tests, maintain, and documents simple to typical computer programs based on user requests.
2. Builds typical user interface applications and back-end databases using beginning-level skills in various web development tools, programming languages and scripting languages.
3. Authors standard web pages.
4. Collects, analyzes and documents user information needs or business problems and assists in determining most effective/efficient programming solution.
5. Prepares user and technical documentation for the implementation, support, and running or new and/or modified systems.
6. Assists users and peers with problem solving and education in areas of expertise.
7. Provides unique data and reports as requested by users.
8. Provides technical support to end-users.
9. Maintains professional knowledge of current trends and developments in the field and applies pertinent new knowledge to performance of other responsibilities.
10. Maintains a consistent, high quality, customer-focused approach when conducting business and providing services or products to clients, the general public and other external customers.
11. Interacts with all levels of state personnel in a way that promotes respect, encourages cooperation, and contributes to excellent performance.

Reporting Relationships:

Direction Received: Reports to Supervisor and/or Executive Director for Administrative Information Services

Direction Given: May coordinate and/or lead less experienced employees and student employees

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Minimum Requirements:

Associate's degree from a regionally accredited institution in Computer Programming, Computer Science or Information technology related field and 1 year of full-time related work experience in higher education; a combination of college-level course work in computer programming or a closely related discipline and significant experience in programming or database administration may substitute for the degree

Preferred Qualifications:

Knowledge of ERP System – Datatel or Banner preferred, JavaScript

Knowledge, Skills, Abilities and Worker Characteristics:

Depending on the operational needs of the department, knowledge in the following areas is needed:
- Programming and support with regards to a Higher Education ERP system
- Administration of a higher education institution
- Datatel Colleague
- Skills in Envision, Java, Python, PHP, HTML, XML/XSLT, UNIX/Linux, Windows, Unibasic, MySQL, and SQL Server

Working knowledge of complex programming languages, web tools, scripting languages, database design, and operating systems

Skills in requirements gathering, designing, troubleshooting, and supporting users

Ability to maintain effective working relationships with those contacted in the course of work

Ability to effectively manage time, and communicate clearly

Ability to maintain a customer focus in providing technology services

Working Conditions:
Typical office environment; infrequently lifting items up to 15 lbs.; frequently sitting at a desk or workstation using a computer display, keyboard and mouse; infrequently traveling between buildings on campus or to other campuses or out of town; may work evening or weekend hours as needed; exposure to electrical hazards