



## **SENIOR PROGRAMMER ANALYST**

### **CHARACTERISTICS OF WORK:**

Incumbents in the programming/analysis field are involved in researching, analyzing, and evaluating existing applications systems and designing and developing new or enhanced systems to support the user needs. Incumbents provide acceptable automated systems using a variety of platforms and technologies through the development of logic, coding, and testing of applications/programs. Individuals in this family work directly with users to define systems requirements and provide training and assistance in supporting applications. Incumbents may also install, configure, and maintain servers.

The Senior Programmer Analyst is the specialist level where incumbents are able to complete the most complex assignments. Incumbents typically work with multiple platforms and complex conversion of new development projects requiring a high degree of technical expertise and leadership. They are often a Subject Matter Expert for one or more systems or for the function supported and apply extensive knowledge of the client area supported through their project work. A significant amount of their time is spent with clients or providing technical leadership to other project members. They work independently on multi-phased projects or are members of teams working on major projects including new applications, conversions and/or significant enhancements. They may have informal supervisory responsibility for a few, less senior, technical staff.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Bachelor's Degree from an accredited four-year college or university in Computer Science, Business Information systems, or a related field;

**AND**

#### **Experience:**

Four (4) years of directly related experience.

**OR**

**Education:**

An Associate's Degree in Applied Science in a Technical Program in an area of Information Technology approved by the IT Professional Development Committee;

**AND**

**Experience:**

Four (4) years of directly related experience.

**OR**

**Education:**

An Associate's Degree from an accredited two-year college in Computer Science, Business Information systems, or a related field;

**AND**

**Experience:**

Six (6) years of directly related experience.

**OR**

**Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

**Experience:**

Eight (8) years of directly related experience.

**Substitution Statement:**

Related education and directly related experience may be substituted on an equal basis.

Possession of an Institute for Certification of Computer Professionals (ICCP) certificate based on successful completion of an examination may be substituted for one (1) year of the required experience. Certificate must be attached.

**PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Depth Perception:** Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

### **COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

### **PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for

results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

**TECHNICAL COMPETENCIES:**

**Systems/Application Development, Analysis, and Maintenance:** Develops and maintains new or enhanced applications systems and analyzes existing applications systems to support user needs.

Performs analysis, design, and development for the most complex applications. Develops logic, coding, and testing of applications/programs. Leads complex system/data conversions. Works closely with external business partners to provide IT services as defined. Works closely with end users to perform business process analyses.

**Technical communication:** Shares and discusses technical information in writing or verbally.

Works with users to define systems requirements and to provide training and assistance in applications. Participates in group project meetings or in one-on-one meetings with client users.

**Leadership:** Influences, motivates, and enables others to contribute toward the effectiveness and success of agency.

Provides technical leadership and guidance to other project members. Leads technical teams in application analysis, design, and development.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Leads technical teams in application analysis, design, and development.
2. Provides subject matter expertise on specific system architectures.
3. Performs analysis, design, and development for the most complex applications.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Leads teams of programmer analysts in analysis, design, development, and implementation of new and/or enhanced application systems.

Provides technical guidance and instruction to other members of the project team and/or to end users of the system.

Serves as primary technical analyst and designer for large or complex development projects.

Leads complex system/data conversions.

Researches available tools and technologies to provide integrated solutions to application problems.

Works closely with external business partners to provide IT services as defined.

Works closely with end users to perform business process analyses.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.