ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: SENIOR PROGRAMMER ANALYST

BASIC FUNCTION:

Under the direction of the Chief Technology Officer or designee, generate conceptual design project specifications with time lines and cost estimates; serve as a technical resource to District personnel in supporting instructional and business technology; provide technical assistance, technical information, problem solving, and advice regarding the use of software applications including the Student Information System and others; perform overall system management and administration duties on District technology systems and applications, including monitoring and organization of software updates; architect and administer standards and policies for District technology systems and applications; act as a project manager to develop and implement project plans for enhancing current technology as well as utilizing new technology; assist in the coordination of the daily functions of the Application Support and Programming team.

ESSENTIAL FUNCTIONS:

Establish formats for documentation of system specifications, program specifications operating instructions and user manuals.

Provide periodic status reports to management regarding contractor project timelines and progress.

Conduct regular meetings with user departments to develop new system specifications and prototypes.

Perform database analysis and design for new systems and system modifications.

Evaluate vendor proposed software and hardware.

Provide training of users on the utilization of District applications.

Assist users in the development and documentation of user requirements for new systems or change to existing systems; discuss user problems and test possible solutions.

Analyze user needs and system requirements to perform input document and output report design.

Generate system design specifications and program design specifications for new systems and modifications according to standard formats.

Perform detail program design and coding to meet system design requirements and programming specifications.

Receive requests from users for service or problems resolution. Prioritize requests and route to appropriate staff for action. Track the progress of service and problem resolution and contact users to keep them informed of the status of their requests.

Monitor and maintain health of District applications systems to ensure optimal performance. Troubleshoot application performance and data integrity issues. Use available tools to monitor and analyze current system status.

Notify appropriate staff of system, programming and/or production problems impacting the reliability or functionality of district applications and services.

Address malfunctions of software applications for the purpose of determining appropriate actions to maintain computer operations.

Administer district-wide applications and database systems for the purpose of ensuring availability of services to authorized users. Administration includes access level support and permissions for end users.

Generate, receive, and review computer produced output, verifying for completeness and accuracy.

Set up jobs for computer processing according to established control procedures, requirements, and sequence.

Advise other personnel regarding revisions of existing methods, forms, records and reports for information systems for the purpose of maximizing system efficiency.

Research, evaluate, and recommend new applications and technologies to improve efficiency, resolve technical issues, and meet customer needs.

Assist District users with evaluation of new server-based applications to be used at school sites, district departments, and district-wide.

Write project charters and develop project plans. Identify the roles and responsibilities of the project team.   Determine the resources necessary to complete the project within the scope and timeline defined within the project charter. Manage the project including resource scheduling, holding meetings, task completion, budgeting, communications, and status reports to management.

Assist in the coordination of the daily functions of the Application Support and Programming team to set appropriate priorities and goals to maximize productivity.

Assist users in conducting tests of systems and programs; assure proper system function and make modifications as needed.

Maintain and modify existing systems and programs.

Provide periodic written reports.

Conduct training classes concerning new or changed application systems.

Communicate with users and user sites.

Driving a vehicle to conduct work as assigned.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Principles and practices of providing technical customer service and support to users of software applications.

Principles, methods and procedures of maintaining and administering software applications.
Diagnostic techniques and procedures used in software application troubleshooting and repair.
Technical aspects of providing software application training and support.
Principles and practices of training users in the use of software applications.
Principles and practices of developing and managing a user training program.
Project plan development, management and implementation.
Scheduling requirements for special projects and production runs.
Student Information System software applications.
M/S T-SQL.
Project and program planning techniques and control.
Interpersonal skills using tact, patience and courtesy.
Capabilities, operation and utilization of computer systems and related equipment.
Systems and procedures analysis and development.
Applicable computer language and software product evaluation.
Management information systems.
State codes related to assigned projects.

ABILITY TO:
Translate user requirements into successful and feasible system designs and program specifications.
Write pseudo-code.
Learn and use new program languages and operating systems.
Perform systems analysis activities including the development of cost efficient, auditable, and secure systems.
Design forms, develop test techniques and test computer programs and systems.
Assist users in determining their needs.
Establish and maintain cooperative and effective working relationships with others.
Communicate effectively both orally and in writing.
Troubleshoot and solve problems quickly and accurately.
Maintain consistent, punctual and regular attendance.
See to perform activities.
Hear and speak to exchange information.
Move hands and fingers to operate a computer keyboard.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: bachelor's degree in information systems, computer science or related field including or supplemented by courses in systems analysis and programming and four years of experience in systems development and applications programming.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

WORKING CONDITIONS:

ENVIRONMENT.
Office environment.
Driving a vehicle to conduct work.

BOARD APPROVED: