



Job Description

Job Title: Programmer/Analyst I

JTC: TPA

Salary Range: N04

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

An entry-level position responsible for developing, modifying and maintaining standard programs and applications. Works according to approved requirements and detailed specifications. Applies judgment in devising program logic and selecting and adapting standard programming procedures; obtains advice when precedents are unclear or unavailable. Under supervision may assist with broader more complex systems.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Experience in systems design, programming and/or systems software and support. Knowledge of current programming language(s); spectrum of old and new equipment and technologies; ability to recognize and resolve related problems. Fundamental knowledge of relational database file structures and retrieval methods. Must be able to work independently and make necessary decisions throughout the systems process within departmental guidelines. Must be able to keep current on new technology through education/professional development opportunities.

Ability to perform multiple tasks concurrently and respond to emergency situations effectively. Ability to use debug tools to analyze and diagnose program problems. Able to use program development and program maintenance for both user interface screens and batch processing of sequential files. Ability to develop and implement new ideas to promote efficiency, effectiveness, and productivity.

Must be able to build and maintain ethical working relationship with both technical and non-technical staff, and internal/external stakeholders and constituents to ensure users' needs are met. Must be able to assist users and operating areas in implementing and supporting systems including system installation, training and troubleshooting.

Uses logic and technical knowledge in completing routine programming tasks; tests and implements new programs. Has thorough knowledge and skill to use database query tools. Must be able to read, generate, modify and examine data models and data dictionaries. Ability to use file transfer protocols to transfer sequential files between host platforms.

Must be able to communicate effectively with individuals from diverse backgrounds both orally and in writing and provide technical advice and support to users. This includes creating ad-hoc reports, data



analysis and correction, training and problem solving. Strong knowledge and experience in providing effective customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate Degree with two (2) years of experience in related field. Official transcripts will be required. Must have valid driver's license for off-site travel. Work hours may extend beyond the regular, Monday-Friday, 8:00 a.m.-5:00 p.m. workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Develops, modifies and maintains assigned programs. Monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding. Compiles and writes documentation to describe program development and revisions. Conducts ad hoc file queries. Follows established guidelines and procedures. Keeps up-to-date on best practices and technological changes through professional development activities.

Provides server support related to network software. Tests systems fully to determine operational reliability. Carries out fact finding and program analysis of problems; applies established procedures to bring resolution. May install, modify and maintain systems and utility software on server computer systems. May work on more complex programs under the direction of higher level staff or supervisor.

Collaborates with diverse stakeholders and constituents within the DCCCD community network who are able to assist in determining user requirements for new and modified programs and/or systems. Participates in team meetings. Assist in designing, planning and defining assigned project(s) workflow. Maintains contact with vendors to assist support activities.

Assists in analyzing, designing and testing new and/or existing systems. Follows specified guidelines and system standards in writing, testing, and documenting application procedures/operating instructions. Performs research and identifies program problems; develops solutions. Analyzes programming tasks assigned and works with supervisor on priorities and timelines.

Utilizes excellent interpersonal, organization, oral and written communication skills when interacting with diverse, multicultural stakeholders and constituents. Communicates technical and complex information both orally and in writing. Provides excellent customer service.

Performs other duties as assigned.



The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.