

## IT Programmer/Analyst

### GENERAL SUMMARY

Primary function of the job is to analyzing, programming, and testing computer applications for the County.

Employees in this job have no formal supervisory role, however, may train, guide, prioritize, or lead employees in the designated work unit. Employees work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations. This position may require irregular hours.

It will also require travel by the employee in the employee's own personal vehicle

### PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Writes, edits, and maintains computer programs, which includes conducting research; collecting data; analyzing information; coding programs; testing programs; implementing programs; documenting programs; training end users on program use; and, performing other related activities.
- Analyzes input and output data and design forms, tapes, diskettes, or disk records to be used in information processing.
- Installs and updates operating systems and vendor software.
- Research software and participates in developing RFPs.
- Prepares written operating instructions for computer users.
- Translates detail flow charts into coded machine instructions.
- Performs business analysis functions for the design and creation of computer applications.
- Provides training to end users on the use of computer programs.

### EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Associate's (two-year) degree in a related field, such as management information systems
- Two to four years programming experience
- An additional two years of directly related experience may substitute for each year of education (up to two years of education), if there is demonstrated knowledge, ability, and skills to perform the work. A Bachelor's degree in a related field may substitute for two years of the experience requirement.

### CERTIFICATIONS, LICENSES

- Depending on assignment, may require certificate or certification in various

**Grand Traverse County, MI**  
**Job Description**

programming languages, network administration, and/or certain applications/software.

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.

**CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

**DISTINGUISHING CHARACTERISTICS**

Work involves the development of new guidelines and techniques, establishing criteria or developing new information where guidelines may not exist for all situations and considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances, and to make decisions in major areas where there may be uncertainty in approach, methodology, and interpretation. Errors at this level could cause serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and/or negative media reaction and could impact others outside of a department and may require the intervention of an agency head to resolve. Compared to the IT Technician classification, work involves the development and maintenance of programs, requiring the use of multiple programming languages.

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS**

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)

**KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES** (minimum requirements)

- Knowledge of current and relevant programming procedures and techniques and ability to prepare complex programs
- Knowledge of the principles of systems studies and systems analysis
- Knowledge of mathematical techniques applicable to the work
- Proficiency in English grammar, spelling, punctuation
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and vendors.
- Knowledge and ability to use a personal computer to perform required duties, as well as prepare reports, maintain records, search for and compile data
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Skill in researching and resolving problems to ensure compliance
- Skill in assessing clients' needs and in assisting clients to seek solutions to problems
- Ability to comprehend, review and analyze complex data and follow complex instructions
- Ability to assess and provide guidance within area of specialized knowledge
- Ability to interpret and explain complex computer operations and applications in layman's terms
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to use County resources effectively and efficiently