PROGRAMMER/ANALYST III

Class Definition

Under minimal supervision, works closely with departments to determine if work systems are adaptable to computerized data processing: Business Systems, Geographic Information Systems (GIS), and/or the Internet/Intranet Systems; develops recommendations for business process reengineering; develops and/or implements complex computer programs.

Distinguishing Characteristics

Programmer/Analyst III is the advanced working/lead level class in the Programmer/Analyst Series. Incumbents provide professional Information Technology (IT) services through research, analysis, design, development, implementation, training, support, and maintenance. Incumbents work with clients to achieve consensus of problem definitions and solutions. Activities include project management and coordination, process engineering, systems integration, resource requirements determination, and documentation.   This class differs from Programmer/Analyst IV in that incumbents of the latter class have responsibility for coordinating activities between departments and/or other entities. This class differs from Programmer/Analyst II in that the latter is the journey level class in which incumbents perform a limited range of duties and would not have on-going responsibility for providing lead direction to others.

Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Provides project leadership and direction to assigned staff.

Meets with user department personnel; analyzes department processes, procedures, and programs to determine the feasibility of conversion to electronic processing.

Designs, codes, documents, modifies and tests computer programs in accordance with the City's preestablished standards.

Researches and evaluates vendor software for potential use in the City.

Prepares written procedures for installation of new or revised applications; trains appropriate personnel; assists in formulating departmental technical standards.

Develops complete operational and program documentation in accordance with the City's preestablished standards.

Develops client interfaces for GIS, Internet, and business systems applications in various programming languages.

Performs special studies for City departments utilizing GIS spatial analysis or other tools.

Develops complex computer applications for the Internet or Intranet.

Oversees the installation of new vendor purchased application software; maintains changes and upgrades to the software; monitors software performance; troubleshoots system problems; and interfaces with the vendor when necessary to expedite implementation of needed fixes/changes.

Communicates orally with end users and prepares written communication through reports, memoranda, and correspondence.

Performs related duties as required.

Knowledge, Abilities, and Skills

Knowledge of the principles and methods used to develop GIS, Internet and/or business systems applications.

Knowledge of work stations, personal computers and other peripheral hardware.

Knowledge of programming languages applicable to systems in use in the City of Fresno.

Knowledge of database analysis and design.

Knowledge of the principles and practices of office automation, work flow design, and business process reengineering.

Ability to analyze complex business processes, recognize, evaluate and define problems, and prepare effective recommendations based upon findings.

Ability to develop, implement, document and modify complex computer systems and procedures in accordance with City standards.

Ability to develop and implement complex telecommunication systems and procedures for medium to large computer systems.

Ability to prepare clear, concise, and comprehensive records, reports, correspondence, and other written materials.

Ability to make clear and persuasive oral presentations.

Ability to train and provide lead direction to staff.

Ability to establish and maintain effective working relationships with others in the performance of assigned duties.

Minimum Qualifications

One year of experience equivalent to that of a Programmer/Analyst II with the City of Fresno; OR graduation from an accredited college or university with a Bachelor's degree with major course work in computer applications and systems, decision science, information management, industrial technology, geography, planning, civil engineering or related field, and three years of experience which included the preparation of business, Internet or GIS programming and analysis. Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis.

Necessary Special Requirements

Possession of a valid California Drivers License may be required at time of appointment.

Recruitment may be limited to a specific area of expertise as required by operational needs. The specific areas of expertise are listed below:

1. Business Application Systems
2. Geographic Information Systems
3. Internet/Intranet

DIRECTOR: _____   Date: _____
                            Director

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