Job Description

Job Title: Programmer/Analyst III   **JTC: TPC**

Salary Range: N06   **FLSA: 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

A senior level position with broad responsibilities for maintaining software applications and ensuring business requirements are continually met through constant analysis, testing, and development of applicable software applications. Researches, documents, and modifies software specifications throughout the production cycle of business programs.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the principles, methods, and techniques of multi-platform applications, program development, data processing, computer applications, hardware, software, and standard programming languages to manipulate and extract data from software, information systems, and third party information systems. Ability to interpret, apply, and explain rules, regulations, policies, and procedures to end users. Must be able to keep up-to-date on industry best practices and technological trends.

Knowledge of relational database concepts and the tools and methods used to document and maintain complete data structures and relationships. Ability to coordinate multiple projects and adjust to changing priorities in a fast-paced environment. Ability to convert project specifications, using flowcharts and diagrams, into sequence of detailed instructions and logical steps for coding into language that can be processed by computer, applying knowledge of computer programming techniques and computer languages. Skilled in writing program code.

Must be able to work independently or in a diverse collaborative team environment on complex deployment and/or programming projects. Ability to interact effectively with team members, discuss software needs with various department heads and keep upper management informed of current projects.

Experience following software through its full life cycle, including data collection and analysis to identify software needs, project proposals, development, testing, release and maintenance of programs. Ability to analyze and solve complex problems. Able to coordinate, plan, schedule, test and implement programs. Able to examine and diagram specifications based on project requirements, and to accurately calculate project timelines based on deliverables.

Must be ethical, have integrity, strong interpersonal and analytical skills when interacting with stakeholders and constituents. Ability to create operational documentation for new systems, and document appropriate configurations. Ability to communicate effectively with individuals from diverse backgrounds. Strong knowledge and experience 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

Bachelor's degree or higher plus two (2) years of experience in computer programming. 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

Provides advanced support in gathering requirements for designing, migrating, coding, debugging, testing, optimizing and implementing programmatic solutions. Compiles and writes documentation to describe program development and revisions. Arranges project requirements in programming sequence by analyzing requirements; preparing workflow charts and diagrams using knowledge of computer capabilities, subject matter, programming language, and logic. Stays abreast of new technological trends through professional development activities in order to incorporate any relevant applications to existing systems.
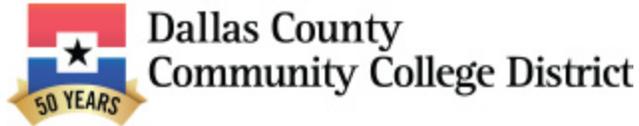
Provides support and resolves complex problems by performing research and identifying programming issues, considering all obstacles and variances and develops solutions. Assist with analysis, design and development of software platforms, websites, and web and mobile applications. Leads quality assurance of developed and implemented applications.

Participates in team meetings and discussions of detailed assignments to achieve end results. Develops and maintains collaborative relationships with diverse stakeholders and constituents within the DCCCD network community with knowledge in the development of multiplatform applications and methods to manipulate and extract data. Serves as project leader and/or assistant on complex projects which requires coordination, planning and scheduling work of technical employees during project development and the implementation phases.

Plans and prioritizes assignments to meet specified deadlines. Provides support for a wide variety of critical software applications. Develops custom scripts, process maps and applications including user documentation for on line applications. Tests applications regularly, creates software patches for older platforms and performs routine maintenance on legacy systems.

Communicates effectively, clearly and concisely, both orally and in writing, with diverse internal/external stakeholders and constituents with the DCCCD network community. Exercises patience, tact and good judgment when dealing with team members, end users, vendors, and third party administrators to complete various projects. May train, provide guidance and/or direction to others. Protects operations by keeping information confidential. 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.