

**Job Class Profile:**                      **Computer Programmer I**

**Pay Level:**                              **CG-27**                      **Point Band:**                      **534-577**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	1	4	3	3	3	1	2	
Points	187	67	6	19	90	65	62	21	21	538

## JOB SUMMARY

The Computer Programmer I performs developmental level technical work to maintain and support computer applications and multiple technologies.

### Key and Periodic Activities

- Works within a team to provide solutions for existing applications and client needs.
- Provides suggestions and solutions related to software use and maintenance that meet the needs of clients and are within the scope of the application and established policies and procedures.
- Maintains, supports, analyzes, codes, debugs, tests and documents software enhancements and solutions on existing and new applications.
- Analyzes and incorporates the business needs of clients when providing software enhancements.
- Researches and makes recommendations on enhancements and changes to existing software based on hardware and software availability and limitations.
- Generates reports.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Requires detailed knowledge of specified programming languages and technologies and an understanding of how these applications support a business function. Also requires a basic knowledge of System Development Life Cycle to ensure proper application testing and implementation procedures are followed.

#### Formal Education and/or Certification(s):

- Minimum: 2 Year post secondary Diploma in Computer Studies.
- Ongoing knowledge upgrading and enhancement is required to remain current in the field.

#### Years of Experience:

- Minimum: less than 1 year experience.

#### Competencies:

- Analytical and programming skills.

- Communication and time management skills.

### Interpersonal Skills

- Interpersonal skills include listening to information from others, asking questions to get information, providing routine and complex information, and gaining the co-operation of others to complete work or to solve a problem.
- Part of the analysis in determining the solution for an application issue involves listening and communicating with client/users and/or coworkers. Knowing what questions to ask and how to interpret responses within the scope of the application is important. Changes to applications may also require instructing clients on how to use it.
- The three most significant contacts are internal customers/clients regarding changes to be made to applications; employees outside the organization but within the public sector regarding changes to applications; and employees within the immediate work area as a resource for guidance, assistance, update, and historical knowledge.

## EFFORT

### Physical Effort

- The demands of the job do not result in fatigue requiring periods of rest.
- There is no requirement to lift.
- Majority of work requires constant sitting and computer use.
- Occasional standing, walking, and driving is required.

### Concentration

- **Visual** concentration or strain can be an issue when constantly focusing on a computer screen.
- **Auditory** concentration is required when conducting telephone conversations with users and interpreting the problem the user is experiencing.
- **Time pressures/deadlines/interruptions** are experienced as users often require changes within a certain time frame and at times there is more than one client wanting changes within the same timeframe. Interruptions occur often in the form of requests that must be evaluated to determine its importance and priority.
- **Lack of control over the work pace** occurs as a result of numerous requests coming in during the day which may be difficult to keep up with.
- **Eye/hand co-ordination** is required for using keyboard, monitor, and mouse, in writing code and corresponding with clients).
- **Exact results and precision** is required for coding and debugging code. The smallest of errors can cause issues).

### Complexity

- Tasks and activities range from different and related, to different and unrelated depending upon the system and client issues.
- Challenges, problems and issues can range from those that are well defined with obvious solutions, to those that may be resolved in a team setting.
- A typical challenge is a user's business rules or policy changes requiring changes or enhancements to an application, or an issue occurs in the way the client is using the application.

- Understanding the business of the application supported and ensuring that bug fixes are in-line with the user needs is required. Must be able to translate the user requirements into functional coding changes in the application, and understand internal policies relating to service request management and change management.
- When addressing typical challenges, problems, or issues, may reference standards, policies, and procedures for completing the process of moving a change into the production. There are reference tools in help documents and the web, as well as advice from coworkers/teammates.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are generally prescribed and controlled.
- Work is assigned by a team lead and changes are tested before they go into production.
- There are no decision making responsibilities as all application changes must be approved by a team lead and client.
- There is some independence around the design of a solution, however, all changes are peer reviewed before implementation.

### Impact

- Work tasks and activities generally impact the immediate work area and members of the team, and may impact other departments or external clients/stakeholders.
- Updates to software and data for clients could potentially affect how they record/retrieve information or the process they use with the application. However, all work is tested by users and reviewed by peers therefore the impact of any change is managed and the possibility of any error is minimized. Not solely responsible for critical application changes.
- The typical time frame to identify and resolve consequences/errors is normally within hours of identification.

### Development and Leadership of Others

- There is no responsibility for the supervision.
- Provides occasional advice/guidance to new employees.

## WORKING CONDITIONS

### Environmental Working Conditions

- There is no requirement for safety equipment or precautions.
- Regularly exposed to the glare from a computer.
- Occasionally exposed to noise, dust, limited lighting and ventilation when dealing with systems.