

Job Class Profile: Senior Programmer Analyst**Pay Level: CG-40 Point Band: 916-949**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	6	2	5	6	6	6	3	2	
Points	280	100	13	24	180	130	124	64	21	936

JOB SUMMARY

The Senior Programmer Analyst performs extensive system analysis and programming on production system problems as well as implementing enhancements to existing systems.

Key and Periodic Activities

- Provides consultation and direction to information technology application services support staff with regards to program design, error correction, programming techniques, and the use of installed applications. Provides lead expertise in the maintenance of applications in accordance with guidelines and standards.
- Consults with end users to understand problems, change requests, make enhancements to production systems, and aid in the development and design of effective solutions. Communicates with clients to understand the business needs that the application is addressing, performs analysis on key areas of applications, provides functional documents, evaluates support requests from clients, and develops time estimates.
- Ensures that project and change management processes and procedures over production environments are in place and being followed. This includes requesting and coordinating services from vendors, performing application upgrades, ensuring completion of application post implementation activities, and attending change advisory board meetings.
- Responsible for system modifications and new implementations. This includes writing and modifying complex programs, preparing test plans, testing application changes, developing documentation, data edits, ad-hoc reporting, and application account management.
- Coordinates activities among team members.
- Investigates and corrects production problems across varieties of architecture.
- Assumes role of team lead during absences which includes coordinating activities among team members, monitoring the request queue, liaising with the manager and outside vendors, and attending working group meetings.
- Develops testing plans for monthly patching routine on servers.
- Provides training to end users on how to use production systems and/or creates user guides.
- Runs data exports for federal counterparts.

SKILL**Knowledge**

General and Specific Knowledge:

- Knowledge of Microsoft Visual Basic, Microsoft Access, Oracle, PL/SQL, Crystal Reports, Citrix MetaFrame, TOAD, Windows Operating System and Architecture as it applies to production applications, and other Microsoft products such as Word, Excel.

Formal Education and/or Certification(s):

- Minimum: Diploma or Undergraduate Degree in Computer Studies.
- Ongoing knowledge upgrading and enhancement is required to remain current in the field.

Years of Experience:

- Minimum: 4-5 years

Competencies:

- Advanced analytical and programming skills in several software technologies.
- Communication and time management skills.

Interpersonal Skills

- A range of interpersonal skills are used including listening to information from others, asking questions to get information, providing routine and complex information and direction to others, coaching and mentoring, gaining the cooperation of others to complete work or to address issues/problems, providing expert advice to others, and dealing with upset people.
- The Senior Programmer Analyst must fully understand the business needs of the user/client whether it is for an application upgrade or the development of a new application. Listening, asking questions, providing advice and expert knowledge are critical to this process. These skills are also required when mentoring staff. It is important to understand the question or problem at hand and be able to convey an easily comprehensible response. This is also important when collaborating, influencing/persuading and communicating technical and complex information to others.
- Communications occur within the immediate work area, within and outside the department but typically within the organization.
- The most significant contacts are with team members, team lead and/or supervisor/manager and clients and end users of supporting production systems.

EFFORT**Physical Effort**

- There is no requirement to lift and the demands of the job do not result in considerable fatigue requiring periods of rest.
- Constant sitting and computer use when programming or providing application telephone support.
- Occasional standing and walking.

Concentration

- **Visual concentration** is required as there is constant use of a computer in writing and debugging computer code, analyzing data, and creating applications.
- **Auditory concentration** is required since work involves long periods of time on the telephone with clients/users to gather system requirements, develop and finalize test plans and application

debugging.

- **Time pressures/deadlines** exist for meeting deadlines identified in previously created time estimates or delivering technical solutions in a short time frame to coincide with political announcements, budget decisions, and changes in laws/policies; **interruptions** occur when clients or staff are seeking information regarding various applications and business areas; operations issues such as user disconnects which must be addressed immediately; computer/system technical problems which require shifting tasks to respond to higher priority problems.
- **Eye hand coordination** is needed for use of keyboard, monitor, and mouse in writing code and documenting work progress.
- **Exact results and precision** is required not only in the information collected and provided to clients and accuracy in writing code, but also in the procedures followed to safeguard data.

Complexity

- Tasks and activities range from different and related, to different and unrelated depending upon the applications being supported and the business needs of clients determined through analysis and assessment of problems.
- Challenges, problems and issues can range from those that are well defined with obvious solutions, to those that require definition, analysis and the development of complex solutions.
- Most typical challenges result from information being conveyed from users/clients. Often they identify issues with applications and they initiate action from the support team, providing information that is vague and lacks detail. Discusses the issue with the client to identify and isolate the exact nature of the problem, which often times requires delving into the application to identify the issue and a solution. This requires a high level of creativity and innovation. The solution must be tested and any issues resolved before implementation.
- When addressing typical challenges, problems, or issues, reference may be made to HP Openview guidelines, change management procedures, application implementation plans, ATIPP, procedures and guidelines maintained in TRIM, user guides, ITIL best practices, and advisors/clients who understand the business rules of the organization.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled through the change management process which either approves or rejects enhancements or changes requested by clients. Approval must be obtained for all requests for change indicated in the Chart of Authority before work is begun.
- Enhancements and/or modifications of production systems that are approved by the Chart of Authority do not require approval from the manager. During the upgrade process, supervisory approval is not required to delegate staff to address conflicts arising from testing, to direct vendors to execute change, initiate retesting by clients, initiate change management process, engage in discussions with other team members or technical staff to investigate a problem, or to update estimate information for particular requests.
- Supervisory approval is required for the purchase of license software, enhancements to existing systems that require a long period of time to develop, training required to update skills, and decisions that have significant financial impact such as requests for time resources from outside

vendors.

- When addressing the needs of a client, discretion is exercised to select the most appropriate solution that will meet the needs of the organization. The solution must comply with established guidelines and procedures requiring a high level of discretion and judgement. Additionally, discretion and judgement are required when determining whether or not to escalate matters to regional coordinators when timely feedback is not available, or to engage other vendor resources to investigate issues if they are already involved in the work.

Impact

- Work tasks and activities impact the immediate work area and members of the team, the department and other departments or external clients/stakeholders. Information and applications supported relates to patients, government functions and services, and the general public. Impact is felt on finances, human resources, systems, and processes.
- An error could occur during the promotion of source code which could result in applications becoming unavailable. Depending on the purpose of the application, its unavailability, or incorrect functioning, could result in sometimes severe consequences; examples include systems that provide images of current highway conditions, systems that track attendance and leave balances, systems that calculate financial benefits and issue cheques, and systems that provide information related to policies and procedures.
- Another significant impact of an error could be the accidental alteration of data within a client profile within the Client and Referral Management System (CRMS). Requests for data edits on this system are numerous and frequent, and some files within the system are used as court documents. If an incorrect edit was inadvertently made and not detected, it could affect a court ruling and have significant impact on numerous stakeholders. Other errors regarding data edits or improper analysis and development of production systems could create a risk of unauthorized access and breach of sensitive information.
- The typical time frame to resolve consequences is normally within hours of identification.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Development and leadership responsibilities include on the job training of junior staff, mentoring students, assigning and allocating service requests to team members, providing technical advice and guidance, providing classroom training to staff and end users/clients, acting as subject matter expert, and requesting/coordinating services from vendors.
- Incumbents may assume a lead role in the absence of the Team Lead.

WORKING CONDITIONS

Environmental Working Conditions

- There is no requirement for safety equipment or precautions.
- Work environment is typically safe with limited to no likelihood of minor cuts, bruises, abrasions or minor illness.
- Regular exposure to computer glare and lack of privacy due to open office environment.