IT Programmer/Analyst

CITY OF LA CROSSE
Established Date: Mar 23, 2020
Revision Date: Nov 30, 2022

Class Code:
IT Programmer/Analyst

Grade 10

SALARY RANGE

$62,774.40 Annually

DESCRIPTION:

Purpose of Position:

The purpose of this professional exempt position is to define, develop, test, analyze, and maintain new software applications in support of the achievement of business requirements. This includes writing, coding, testing, and analyzing software programs and applications. The position will also research, design, document, and modify software specifications throughout the production life cycle. The incumbent is responsible for professional and complex projects designed to analyze business problems, collaborate with internal and external customers, plan, design and manage technology initiatives; including streamlining processes and procedures, reducing expenses, and increasing efficiencies.   The incumbent must possess excellent written and oral skills, as well as excellent listening and interpersonal skills.   The incumbent must be self-motivated, and capable of working in a team-oriented, collaborative environment.   The incumbent must have a keen attention to detail and proven analytical and creative problem-solving abilities.   Position performs confidential tasks, and exercises significant latitude to make independent decisions and commit city resources. The work is performed under the direction of the GIS and Developmental Services Manager.

Essential Duties and Responsibilities:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Schedule and prioritize work assignments, monitor and update the GIS and Developmental Services Manager on status of work in progress, reviews own work to assure work quality and timely completion of assigned duties and responsibilities.   The ability to act with a sense of urgency, meet deadlines and handle more than one project/service simultaneously.

Designs, builds and implements client server applications; migrates legacy applications to new client server technologies and performs daily application administration. Uses a variety of client and server development languages. Plans, designs and implements Application Programming Interfaces (API's).

Designs, builds, implements, and maintains web pages and sites; integrates sites with client applications and legacy applications; performs daily administration of internet servers. Uses a variety of web development languages for the creation of web pages and web services.

Provides support and integration of third-party applications. Write programming scripts to enhance functionality and/or performance of City Information Technology systems as necessary.

Provides Server database administration and Application hosting infrastructure administration. Recommend, schedule, and perform software improvements and upgrades. Assists and advises in ensuring IT systems are secure and reliable.

Deploys effective test suites and regimes for in-house product development. Applies proven analytical and problem-solving skills to help validate, verify, communicate and resolve systems/software application issues through careful testing in order to maximize the benefit of IT investments and initiatives.

Works with departments to analyze, model and assess existing business processes. Suggests, implements and maintains technology and business process improvements to meet end department business needs.

Serve as a project leader of technology related projects; evaluate project requirements and time lines; provide guidance and direction to assigned personnel and coordinate project phases. Define, develop, and document project requirements, objectives, deliverables, and specifications on a project-by-project basis in collaboration with internal users and departments. Define project plans, including scoping, scheduling, and implementation. May prepare project status reports, impacts and estimate reports, cost benefit analyses report and project plans.

Design, run and monitor software performance tests on new and existing programs for the purposes of correcting errors, isolating areas for improvement, and general debugging. Administer critical analysis of test results and deliver solutions to problem areas. Generate statistics and write reports for management and/or team members on the status of the programming process.

Train end users to operate new or modified programs. Install software for end users as required. Prepares training material for operators and users of programs; trains operators and users on programs. Prepares and writes program and system documentation. Explain complicated and technical information in simple, non-technical language.

General IT Department Duties and Responsibilities:

Reports observed misconduct of internet and computer usage to the Director of Information Technology and/or the Deputy Director of Human Resources.

Must maintain confidentiality of City personnel data and other proprietary information.

Complies with all City and department policies and procedures, to include, but not limited to: PCI, PII, HIPAA and CJIS.

Maintains regular and predictable on-site attendance.

Behaves in a professional, courteous and respectful manner towards department personnel, city staff, elected representatives, contractors, vendors and the general public at all times.

Could assist in confidential investigations, including data retrieval of employee computer systems, which may result in disciplinary measures of an employee. Will create reports, and provide interpretation of reports. Must maintain confidentiality of City personnel data information and other proprietary information and employee personnel and medical information.

Occasional work beyond the normal working hours, including weekends, will be required of this position.

Additional Tasks and Responsibilities:

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs related functions as assigned or required.

Minimum Training and Experience Required to Perform Essential Job Functions:

College diploma or University degree in the field of computer science, information systems, or software engineering and 3 years related experience, or associate degree and 5 years related experience required.

Experience in modern programming languages and frameworks such as .NET Core (C#), Python, and JavaScript/TypeScript.

Knowledge of legacy programming languages and frameworks like Visual Basic, Web Forms, and Win Forms preferred.

Flexible and adaptable in regards to learning and understanding new technologies.

Experience with modern computer operating systems to include desktop and server versions of Windows and Linux.

Experience with modern databases, to include Microsoft SQL server and Oracle RDBMS systems.   Experience with modern web and application hosting servers to include Microsoft IIS and Nginx. Experience with Microsoft Office and SharePoint systems.

Experience with modern development tools, to include Microsoft Visual Studio and Git source control.   Experience with modern software development methodologies, such as Agile, Scrum and XP (Extreme Programming).

Strong written, oral, and interpersonal communication skills. Able to communicate effectively with non-technical staff and with members of interdisciplinary teams.

Position requires a valid driver's license.

Must be able to pass an FBI background check.

Physical and Mental Abilities Required to Perform Essential Job Functions:

Language Ability and Interpersonal Communication

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Ability to decide the time, place and sequence of operations within an organizational framework, and to implement their execution. Ability to analyze and categorize data and information using established criteria, to determine consequences and identify and select alternatives.

Requires the ability to persuade, convince, influence, train and monitor, in favor of a desired outcome. Ability to advise and interpret regarding the application of policies, procedures and standards to specific situations.

Ability to utilize a variety of advisory and design data and information.

Requires the ability to utilize a variety of reference, descriptive and/or advisory data and information such as reports, logs, lists, documentation, manuals, software, policies, procedures, guidelines and non-routine correspondence.

Requires the ability to communicate orally and in writing with the department staff, other City departments and computer users, City Council, vendors and the public.

Mathematical Ability

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, fractions, decimals, interest, discount and ratios; may require the ability to perform mathematical operations with fractions and algebra.   Ability to interpret descriptive statistical reports.

Judgment and Situational Reasoning Ability

Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to utilize scripting and batch languages.   Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.   Ability to establish priorities.

Physical Requirements

Requires the ability to operate, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines, vehicles, test instruments, and/or related materials used in performing essential functions.

Requires the ability to coordinate eyes, hands, feet and limbs in performing movements requiring skill and training, such as keyboarding, maintaining computer systems.

Tasks involve the intermittent performance of light physical work, typically involving some bending and reaching. Large percentage of time is spent sitting at application development workstation.

Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.

Environmental Adaptability

Ability to work under generally safe and comfortable conditions where exposure to environmental factors may cause discomfort and poses a limited risk of injury.

The City of La Crosse is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.