Job Class Profile: Computer Programmer Analyst

Pay Level: CG-35 Point Band: 766-789

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	5	2	4	5	5	4	3	2	
Points	233	83	13	19	150	108	83	64	21	774

JOB SUMMARY

The Computer Programmer Analyst is responsible for planning and co-ordinating the design, development, implementation, administration, and support of information systems of varying complexity.

Key and Periodic Activities

- Provides technical support on existing software products.
- Analyzes legacy applications to help guide the replacement/upgrade process. In the case of vendor supplied software this entails providing input to the vendor on requirements and shortcomings of the existing system. For in-house applications, the current system is analyzed, requirements are developed, and development is executed.
- Performs requirement gathering to determine the client/stakeholder needs. This involves reviewing documents and processes that will be incorporated into the new software. Recommends appropriate solutions to meet business needs.
- Analyzes requirements and uses them to create a high level system design, which is then used to develop the new system.
- Designs forms and reports.
- Designs and produces ad hoc reports for departmental and management staff.
- Codes additional functionality according to business requirements. Creates scripts, tables, views, and procedures.
- Ensures that enhancements and modifications are correct and adhere to departmental standards.
- Ensures all unit or system testing is adequate and reviewed with users.
- Investigates production problems and performs maintenance programming of existing applications ensuring user testing, sign off of changes, and move to the production environment is complete.
- Tracks modifications and version control.
- Implements applications, provides system architecture, executables, reports, and reference files. Troubleshoots errors.
- Monitors the pilot of new applications, meets with staff during the pilot and addresses issues.
- Prepares system documentation for new and existing applications (i.e. chart of authorities, operations manual).

Key and Periodic Activities
— Co-ordinates testing with clients for sign off. — Attends meetings on a regular basis as a technical resource. — Assists colleagues and provides advice on issues they have not previously encountered. — Provides project management functions in assigning tasks and setting priorities for team members. — Creates and updates web related content. — Performs maintenance on applications, databases, or servers.

SKILL

Knowledge
General and Specific Knowledge: — Knowledge of system life cycle, design and development techniques and tools, programming languages, and numerous systems/software packages/applications as well as internal policies and procedures. — Knowledge of current trends and developments in the industry. **Formal Education and/or Certification(s):** — Minimum: Undergraduate degree in Computer Science, Commerce, or Business; or a three year Diploma program in Computer Studies. **Years of Experience:** — Minimum: 3-4 years experience. **Competencies:** — Presentation/training skills. — Strong analytical, problem solving, and communication skills.
Interpersonal Skills
— Interpersonal skills include listening to information from others, asking questions to get information, providing routine and complex information and direction to others, instructing/teaching/training, and providing expert advice. — Communication skills are used to listen to the user to gain information about their problem, asks questions to get a better understanding of the issues/problems they are experiencing, and relay specialized information to them to solve the problem. If the problem cannot be resolved utilizing the existing software, a new application may be required to fill the need. This requires detailing the idea with the client and with the manager to obtain approval, and proceeding with development. Instruction is provided on how to use the application and follow up support. May also provide technical advice and direction in larger group settings such as committees or meetings, often requiring formal presentation regarding progress of a project or a proposed idea. Depending on the severity of the problem a user may be experiencing, there may be a requirement to resolve issues for frustrated or upset clients/users. — The most significant contacts are end users/clients to provide technical support, to determine project direction and client's business needs, and to resolve issues/problem; employees within the immediate work area when working on software applications or complicated tasks to get

guidance or a different perspective on issues or solutions, or to brainstorm; and supervisor/manager to provide updates on project status, for extra tasks that may be assigned, or to co-ordinate efforts and set direction of projects.

EFFORT

Physical Effort

- Occasionally required to lift objects up to 25 lbs.
- Occasional standing, walking, driving, bending, kneeling and stretching is required.
- The majority of work involves sitting at a desk and using a computer or telephone. Travel/driving is required when working on a user's computer to assess issues and occasionally requires bending/crouching under desks to install software. Some lifting of computers, laptops, supplies, servers, and projectors is required.
- Constant fine finger/precision work and sitting using a computer and answering telephone.

Concentration

- **Visual** concentration is a constant requirement when designing and coding applications, debugging and troubleshooting reports/forms/scripts.
- **Auditory** concentration is constantly required when talking on the telephone and in person to obtain information or provide clarification/information to others.
- **Repetition requiring alertness and higher than normal levels of attentiveness** is regularly required when reading multiple pages of text that require great attention to detail, constant typing or daily tasks that include developing or modifying code, data entry.
- **Higher than normal levels of attentiveness to health and safety of others** is necessary in a health care environment as work involves regularly dealing with clinical data and must ensure the protection of sensitive patient data, or when creating reports or applications it is imperative that data is correct to ensure there is no impact to records which could affect the patient.
- **Time pressures and deadlines** are constantly experienced when attending meetings and debugging and coding applications in a timeframe suitable to the business operation of clients to ensure limited impact.
- **Lack of control over the work pace** is experienced as portions of a project or initiative are contingent upon completion of work by others, urgent end user application issues/problems, timelines established for projects.
- **Exact results and precision** is regularly required when working with complex data sets and designing reports/forms/queries/scripts.

Complexity

- Tasks and activities are generally different but related, with occasional different tasks for which no guidelines or procedures exist.
- Problems may be addressed by following established procedures or may require the development of complex solutions.
- A typical problem or issue that requires resolution is determining a client's exact needs and establishing a set of business requirements which is used to design and engineer software that will satisfy the needs of the client. This work involves analysis, creativity and innovation.
- When addressing challenges/problems/issue may reference internal policies and procedures,

infrastructure diagrams, user manuals, and web searches. Often must resolve issues and develop new solutions utilizing past experience and knowledge, and by consulting with peers and manager.

RESPONSIBILITY

Accountability and Decision-Making

— Work tasks are moderately prescribed and controlled.
— Decisions that can be made without supervisory approval include the design of an application or solution, policy and process implementation, the delegation of tasks to team members and the testing of applications to clients.
— Supervisory approval is required for long term commitments, financial decisions and purchases, or changes in the scope of the project.
— Discretion and judgement are exercised daily when working with clients to investigate issues and suggest solutions, when working with highly confidential information, and assigning tasks to team members.

Impact

— Tasks and activities have a positive and negative impact on the immediate work area, the department, organization, and on clients/patients/general public.
— Resources impacted include processes and systems, information, finances, health and safety, and human resources.
— An example of the impact of error with direct consequences on the immediate work area, department and organization would be a custom application that does not function correctly. Data extraction from corporate databases which contain sensitive financial or patient data could have a significant impact if the wrong information is queried, extracted, or provided to another tool/application/staff.
— The time frame associated with the identification and resolution of errors depends upon the issue but normally occurs within hours of identification.

Development and Leadership of Others

— Not responsible for the supervision of staff.
— Provides technical advice to end users and cross training with other team members in different software technology. May mentor new and existing staff, assign tasks to team members and determine priorities, review the work of contractors and vendors, and assume a lead role as content expert for applications and systems.

WORKING CONDITIONS

Environmental Working Conditions

— There is no requirement for safety equipment or precautions.
— There is a limited likelihood of injury from repetitive computer use.
— Constantly exposed to the glare from a computer.
— Work is performed in an open office environment resulting in exposure to distracting noise and lack of privacy.