Classification Description

Job Title: **Programmer Analyst II** **Pay Grade:** **TD090**

Job Code: **T050** **FLSA Status:** **Exempt**

Job Purpose

This is advanced professional work supporting College-wide programming for Ellucian Banner ERP, Self-Service information system, process improvement, and third-party application system interfaces. The Programmer Analyst II is responsible for all aspects of advanced developing, programming, integrating, testing and implementing applications to support Banner or other College used applications. Work includes gathering and analyzing data requirements from customers and translating those requirements into the programming needed to produce effective and often complex applications/reports. This position is also responsible for analyzing Banner processes and user needs to design and test methods leading to more effective and efficient operations.

General Responsibilities

Essential Functions

Analyzes customer requirements and compares those requirements to existing solutions. If needed, develops complex programming logic statements for selecting data from multiple data files; tests programs and implements applications and systems enhancements.

Develops, implements, codes, and maintains interfaces from Banner to third-party applications.

Researches and evaluates software and hardware to assist in programming or to use as program platforms.

Designs, analyzes, codes, documents, and implements applications that support, enhance and integrate with the College-wide enterprise application suite.

Provides ongoing support of enterprise and related applications, as well as functional and technical problem resolution.

Develops design specifications according to business requirements.

Develops complex programming statements for selecting data from one or more data sources.

Programs, tracks the progress of projects, and performs thorough testing of systems to comply with quality assurance standards.

Consults with users to gather information about program needs, objectives, functions, features, and input and output requirements.

Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware, and operating system environment, interfaces with other systems, internal and external checks and controls, and outputs.

Prepares project plans & implementation schedules.

Monitors the performance of programs after implementation to identify and resolve any issues.

Completes requested programming changes to web processes in a timely manner and with minimal disruption to web operations.

Maintains and supports application-related systems/servers to ensure minimal downtime and loss of productivity and service.

Collaborates and communicates effectively with other Information Technology areas for implementation, design, integration, diagnosis, and resolution of system projects, problems, and issues.

Prepares and presents training sessions on applications, systems hardware, and software, as required.

Prepares regular status reports which may include weekly, monthly, annual, and special project status reporting.

Recommends, initiates, and implements improvements to Information Technology operations and processes.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education in Computer Science or a related discipline.

Seven (7) years of programming experience. Appropriate combination of education and experience may be substituted.

Strong computer programming and logic skills, including programming SQL in an Oracle environment and PL/SQL.

Personal and educational philosophy compatible with the goals, objectives and mission of the College.

Experience supporting and maintaining the ERP system.

Experience with and ability to develop and follow change management procedures and guidelines.

Experience working with a formal project plan and change management technology.

Experience in developing effective data reports for customers.

Understanding of data structures.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.

- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical:	Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
Environmental:	Normal general office.
Mental:	Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: June 14, 2023, Revised October 23, 2023, January 30, 2026 (r).