

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: PROGRAMMER ANALYST III (General)

PAY GRADE: T-4

OVERTIME STATUS: EXEMPT

MAJOR RESPONSIBILITY:

Responsible for analyzing end users' data needs and developing user-oriented solutions which interface with existing applications. Work as a member of the Information Technology department's Application Support Team in the analysis of information systems problems and the development of solutions to those problems. Works closely with end users to improve their utilization and understanding of computer applications, processes and reports.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: High School diploma is required. Training with object-oriented programming languages and relational databases is preferred. An associate's degree or higher in Computer Science or Information Systems from an accredited college or university is preferred. Industry certifications equivalent to the Microsoft Certified Systems Engineer are desirable.
2. Years of experience in field: A minimum of 5 years' experience is required in computer/system/report programming and/or systems analysis in a client server/web based relational database management system environment. A combination of verifiable work experience, education and training will be considered to satisfy this requirement.
3. Special skills or abilities related to position: Strong interpersonal and analytical skills are needed to interact with college employees and Information Technology staff. Must demonstrate good verbal and written communication skills. Ability to develop new program applications or modify existing applications to efficiently provide desired results. Ability to visualize and troubleshoot the flow of data and logic through a series

PREREQUISITES FOR POSITION (Qualification Standards Continued):

of programs to correctly handle varying situations. Ability to work on multiple projects independently or as part of a team. Must be able to maintain confidentiality. Experience with Microsoft Office Suite, Java, HTML, XML, Perl, SQL, C, C++, C#, Cognos (or other business intelligence reporting tool), Informix and Unix/Linux is preferred. Experience with the Jenzabar CX higher education enterprise system is preferred. Experience in the Florida College System is preferred.

ESSENTIAL JOB FUNCTIONS:

1. Develop expert technical and user-based knowledge of purchased Jenzabar modules and reports.
2. Develop expert technical knowledge of the college's web portal to support Jenzabar provided portlets and to create custom portlets.
3. Analyze end users' data needs and develop user-oriented solutions which interface with existing applications.
4. Maintain custom developed application programs.
5. Use analytical problem-solving to diagnose and resolve user reports problems with application processes.
6. Program efficient applications in mid-size to large, complex projects to meet user needs and reduce manual processing.
7. Design and conduct testing for developed and upgraded applications and processes.
8. Document developed application programs and processes according to department standards.
9. Query databases to identify data-related issues.
10. Make additions to database schema to support college needs.
11. Develop operational and management information reports to meet user and administrative needs (ACE and Cognos).
12. Assist managers and users in their utilization and understanding of the administrative computer system processes and reports.
13. Perform other duties as assigned.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.

- PHYSICAL DEMANDS (Continued):
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- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting and bending.

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment.

PRIMARY LOCATION OF JOB: Building 2, Ocala Campus

SUPERVISOR OF POSITION: Chief Information Officer