



PROGRAMMER ANALYST II

PURPOSE:

To perform software development in support of both internal and external members in a timely and accurate manner which reinforces the objectives of the Credit Union and maintains positive member/employee relations.

FUNCTIONS:

1. Responsible for member marketing of the Credit Union and knowledge of all services offered to a degree that will enable answering questions, cross selling or referring member for specific services.
2. Responsible for providing systems analysis and programming on projects of moderate difficulty or assistance with projects of complex difficulty.
3. Responsible for coding, testing, and implementation of software for the Credit Union based on the directions and standards established by the Information Services Manager.
4. Responsible for designing, developing, testing, debugging, and documenting new and existing computer programs.
5. Responsible for preparing detailed systems specifications, flow charts, and logic diagrams from which programs will be written.
6. Responsible for project management on moderately complex projects including work flow breakdowns and milestone definition.
7. Responsible for database design to support internal products.
8. Provide the Information Services Manager with reports accounting for time spent on projects assigned.
9. Assist the Information Services Manager as needed.

INFORMATION SERVICES FUNCTIONS:

As a member of the Information Services department incumbent will be required to assist in providing help desk coverage to internal customers, be part of the 24/7 critical services coverage rotation abiding by the established service metrics, and help with coverage of daily computer operation tasks.

RELATIONSHIPS & CONTACTS:

Reports To: Information Services Manager

Contacts: Establishes and maintains positive relationships necessary to carry out the Functions of this position.

JUDGEMENT/AUTHORITY:

The incumbent works under general supervision of the Information Services Manager. The incumbent is authorized to take any action to carry out the responsibilities assigned by the Information Services Manager or delegated project manager so long as such action does not deviate from established policies and procedures and represents sound business judgment; except for specific limitations placed on the incumbent's authority by specific assignments to other personnel.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

1. Interpersonal skills to establish and maintain positive working relationships
2. Ability to communicate effectively both verbally and in writing with people of varying levels of education and experience.
3. Ability to gather data and use reference materials to recommend solutions to end user problems
4. Strong understanding of programming concepts and methods
5. Strong critical thinking and reasoning skills
6. Algebra-level mathematical ability
7. Ability to follow direction

PREREQUISITES FOR THIS POSITION:

1. Minimum Education: Bachelors degree or 4 years of comparable working experience in data analysis or programming with specific use of desired programming languages, databases, or programming tools.
2. Minimum Experience: Experience working in the financial industry and knowledge of Symitar or other credit union data processing software is highly desirable.
3. Programming languages: Symitar Report Generator, HTML, DHTML, XML, ADO.NET, ASP.NET, VB.NET, SQL, and VB Script desired.
4. Databases: MS SQL Server 2003, MS Access 2003, or Symitar desired.
5. Programming Tools: MS Visio, MS Visual Studio.Net, Macromedia Dreamweaver, Macromedia Flash, Adobe Photoshop, or Symitar integrated Report Generator software desired.
6. Personal Characteristics and Skills: Must be of the highest integrity; be in good health and with personal habits above reproach. Must practice confidentiality. Must be a mature person with sound judgment. Must have a high degree of self-motivation, organizational skills, and be able to work independently with the ability to make sound decisions. Must be able to take directions and seek the counsel of supervisor as necessary.
7. Working Conditions: Continuous alertness, precision, and concentration to ensure accuracy. Continuous alertness of surroundings for security purposes. May require performing basic numeric calculations, as well as writing, reading, comparing and analyzing. Exposed to potentially hazardous conditions, i.e., robbery. This position may require extended or irregular hours. Continuous standing and/or sitting for long periods of time when performing duties related to this position. Occasional bending, squatting or kneeling. Occasional reaching above shoulder level to reach supplies overhead. Continuous speaking and hearing for interactions with members and co-workers. Must be able to lift 40 pounds.