Class Title: Programmer/Analyst III

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Recommends, installs and supports computer application systems. Develops, tests and maintains programs to meet the needs of clients as determined through verbal and written requirements and specifications. Reviews test results with clients and trains clients on supported applications. Provides client support.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	L	Recommends, installs and supports microcomputer hardware, application software and telecommunication networks by reviewing new technology and determining the applicability of such technology, reviewing specifications and analyzing requests for services, developing cost estimates and requisitions to secure services, equipment and support, assisting with network design, integrating various networks, installing software and hardware, evaluating and correcting hardware and software, designing programs, conducting training, documenting program code, testing programs for efficiency, monitoring access to programs, identifying and troubleshooting problems and determining solutions.
2	S	Determines system requirements by attending meetings, learning the client's current processes, documenting the requirements, writing system and program specifications and obtaining user approval of system or program specifications.
3	S	Assists with project management and special projects by coordinating and prioritizing workloads, planning projects, monitoring progress, managing and coordinating status reports, presentations and meetings, coordinating services with City agencies and clients, conducting workload analysis, strategic planning and policy review, supervising and training personnel and providing assistance as requested.
4	S	Provides support to clients and other City departments with telecommunication connections and hardware by conducting detailed analyses of process flows, producing feasibility and cost analyses, understanding multiple client's interactions, writing requests for proposals, developing and administering vendor contracts, reserching and resolving problems and providing training and technical assistance.

CLASS REQUIREMENTS:

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional and/or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Two years experience as a programmer analyst.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read requirements and specifications, technical journals, schematics, diagrams and manuals, software documentation, program code, trade publications, reports, policies and procedures, and correspondence.
Math	Work requires the ability to perform algebra and general math calculations such as addition, subtraction, multiplication and division and to have a basic knowledge of accounting.
Writing	Work requires the ability to write system specifications and requirements, program code, reports, presentations, correspondence, system and client documentation, specifications, and training manuals.
Managerial	Managerial responsibilities include planning, designing, developing, implementing, and maintaining computer application systems.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

City of Norfolk, Virginia

CSC Adopted: October 2001 , CSC Revised: _____

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.

This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Copier, fax machine, filing, inter-office, equipment installation
Sitting	F	Computer, desk work, equipment installation, meetings
Walking	O	Inter-office, to/from other departments, to/from customer locations
Lifting	O	Office supplies, office equipment, computer equipment, files, reports, books, pager
Carrying	O	Office supplies, office equipment, computer equipment, files, reports, books, pager
Pushing/Pulling	R	Office equipment and furniture
Reaching	O	Manuals, books, files, computer setups
Handling	O	Office supplies, office equipment, software, hardware, manuals, files, reports, books
Fine Dexterity	C	Computer keyboard, calculator, writing
Kneeling	O	Computer setup and troubleshooting
Crouching	O	Computer setup and troubleshooting
Crawling	O	Computer setup and troubleshooting
Bending	O	Computer setup and troubleshooting
Twisting	O	Computer setup and troubleshooting
Climbing	R	Computer setup and troubleshooting
Balancing	R	Computer setup and troubleshooting
Vision	C	Computer, desk work, equipment installation
Hearing	C	Telephone, meetings, training
Talking	F	Telephone, meetings, training
Foot Controls	N	
Other (specify)	N	

CSC Adopted: October 2001 , CSC Revised: _____

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Office equipment, computer hardware and software

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never

HEALTH AND SAFETY		ENVIRONMENTAL FACTORS		PRIMARY WORK LOCATION	
Mechanical Hazards	M	Dirt and Dust	D	Office Environment	X
Chemical Hazards	N	Extreme Temperatures	N	Warehouse	--
Electrical Hazards	M	Noise and Vibration	N	Shop	--
Fire Hazards	M	Fumes and Odors	M	Vehicle	--
Explosives	N	Wetness/Humidity	N	Outdoors	--
Communicable Diseases	N	Darkness or Poor Lighting	N	Other (see 2 below)	--
Physical Danger or Abuse	N				
Other (see 1 below)	N				

(1)
(2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.

NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

(3)