JOB DESCRIPTION

Job Title:	Programmer Analyst II		
Job Number:	1762	Jurisdiction:	CMM
Division:	City Planning & Community Development		
Department:	Sustainable Infrastructure		

NATURE OF WORK:

This is a position that, through programming assignments of medium complexity and systems analysis assignments of limited complexity, contributes to the delivery of new business solutions, and to the maintenance, enhancement, and support of existing ones.

This position reports to a Business Solutions Coordinator.

DUTIES AND RESPONSIBILITIES:

For programming assignments of medium complexity this position is responsible for the development of business solutions that meet business area requirements. This will include program design, programming, unit testing, system testing, acceptance testing, implementation and the preparation of appropriate documentation.

This position will also provide analysis services for small assignments and projects.

Contribute to the support of existing business solutions by maintaining (analyzing and correcting problems), developing, testing, and implementing enhancements to them, and by updating system documentation.

Organizes work assignments and report regularly, to immediate supervisor, the progress and status of all assignments.

Coaches and mentors other staff members.

Contributes to the effectiveness of other team members and of the Clients through leadership, guidance and training as required.

Performs duties in adherence to established standards and procedures.

Performs related duties as required.

QUALIFICATIONS:

Knowledge, Abilities and Skills:

Working knowledge and experience with contemporary system design and development tools and techniques.

Knowledge of current Information Technology Service Management processes.

Knowledge of current project management standards and procedures.

Ability to perform assignments in a variety of computer operating environments.

Ability to understand and respond to coaching and direction from more senior staff.

Ability to work effectively on teams.

Ability to solve problems and think logically.

Ability to plan and schedule tasks and work within deadlines.

Ability to present facts effectively orally and in writing.

Ability to work effectively with limited supervision.

EDUCATION AND EXPERIENCE:

Typically the education and experience are obtained through completion of a university degree in Computer Science or other related discipline, or completion of a two (2) year diploma/certificate in Computer Information Systems, from a recognized post-secondary institution, combined with two (2) to three (3) years of related experience.

WORKING/OTHER CONDITIONS:

This position may be on call 24 hours per day, 7 days a week and may be required to work irregular shifts.