



JOB TITLE: SYSTEMS PROGRAMMER

Classification: Classified
Salary Range: 43

Retirement Type: PERS*
Revised/Board Approved: June 21, 2023

BASIC FUNCTION:

Under the general direction of an assigned supervisor, the Systems Programmer customizes, configures, and maintains a multi-platform system ensuring optimal efficiency and proper levels of access and security. This position troubleshoots problems reported by users and/or by network monitoring systems. This position modifies existing systems and data structures; helps coordinate installations, replacements, and upgrades of operating systems in close collaboration with IT management; and programs and/or installs tools to help manage systems and other third-party integration applications.

REPRESENTATIVE DUTIES:

Monitors performance and security of a multi-platform system and associated third-party integration applications. Consults with supervisor, IT management, third-party vendors, and other system end-users when recommending adjustments and/or modifications to the existing systems, workflows, data structures, and/or functional rules of the system. Explains potential impact of system changes and anticipated length of operational downtimes, if any.

Identifies and troubleshoots system and application problems. Conducts research to identify solutions and develops preventative measures (i.e., system programs and/or installed tools) to manage systems as needed. Repairs systems and codes database solutions when possible with direct guidance from supervisor and IT management. Refers more complex problems to IT management or third-party vendors for resolution.

Assists in planning and coordinating system rollouts and changes to data modules with guidance from supervisor and IT management. Performs extensive technical tests and functional reviews to validate changes and performance accuracy prior to full implementation. Provides implementation support on an ongoing basis.

Manages downloads and importing of data in and out of system. Validates data for integrity and accuracy. Compiles various reports using extracted data and submits information to appropriate reporting agencies. Creates other ad-hoc reports upon request.

Assigns, modifies, and deletes user access and resolves access problems as needed. Maintains user account information and the integrity of system security levels.

Trains and supports end-users navigating system tasks, transactions, changes, updates, and/or utilizing third-party integration applications. Gathers input from end-users on system requirements and programming modifications, if needed.

Develops and maintains a library of thorough documentation for systems, including installation and configuration of integrated applications and users' manuals/guides.

Maintains up-to-date knowledge of new system developments and technologies. Stays informed of Federal, State, and accreditation requirements, and other pertinent regulations. Ensures that all system modifications and technical specifications are compliant with regulatory needs and changes.

Performs other related duties as assigned or requested.

JOB QUALIFICATIONS:

Education and Experience:

Any combination equivalent to Associate's degree in computer information systems (CIS), computer science, management information systems, or related technical field and three (3) years of programming experience.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Knowledge of database design tools, techniques, and best-practice structures.

Knowledge of systems planning and programming languages and techniques.

Knowledge of structured query language.

Knowledge of quality assurance/testing methods, tools, and techniques.

Experienced training end-users on new programs and procedures.

Experienced in producing clear, complete, and concise technical reports and records.

Experienced in complex, technical problem identification and sustaining resolutions.

Experienced working in an academic or administrative computing support environment.

Abilities/Skills:

Skilled in applications/systems development methodologies.

Skilled at managing complex, integrated system platforms and applications.

Skilled at using standardized programming languages.

Ability to analyze user needs and develop technical solutions within a multi-platform system.

Ability to debug systems and programs with minimal interruption to business processes.

Ability to develop multiple programming solutions.

Ability to communicate clearly both orally and in writing.

Ability to understand and follow directions both orally and in writing.

Ability to meet schedules and deadlines.

Ability to establish and maintain cooperative and collegial working relationships with others.

Ability to be culturally sensitive to the needs and learning abilities of a diverse user community.

Licenses or Other Requirements:

Valid California driver's license.

WORKING CONDITIONS:

Extensive sitting at a computer workstation for long periods of time.

Extensive visual use of a computer monitor for long periods of time.

Office setting environment.

Must be able to move from work area to another as needed.

Must be able to carry up to 25 lbs.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.