PEA Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>994117, 994418</th>
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<tbody>
<tr>
<td>Position Title</td>
<td>Programmer Analyst</td>
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<tr>
<td>Department</td>
<td>Division of Continuing Studies</td>
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<tr>
<td>Reports to</td>
<td>Technical Manager, Applications &amp; Data Services</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct 0, Indirect 0</td>
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<tr>
<td>Classification Level</td>
<td>SG 10</td>
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<tr>
<td>Last Updated</td>
<td>September 2018</td>
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2. Position Summary

The University of Victoria, Division of Continuing Studies (DCS) offers, in conjunction with academic and external partners, a comprehensive portfolio of programs and courses in a range of academic disciplines using diploma, certificate, degree and other programming models to serve adult, part-time, international and geographically dispersed students.

The Information Technology Services unit within DCS serves a diverse client base including students, instructors and staff is responsible for the management and administration of all software systems within the Division, for the support of Partner Universities across Canada who share our Student Information System (SRS), and for assisting other departments across Campus as appropriate. The software systems within DCS focus on our Student Information System (SRS), which is used for registering and managing our students, but other supporting systems include various web apps & e-commerce, collaborative & communication technologies, data services & general business operations software, and the technical infrastructure required to support these systems.

Under the general supervision of the Technical Manager, Applications & Data, this position will contribute as part of a team in the analysis, design, development, testing, maintenance, and support of enterprise information systems, cross-application data interfaces, and databases for the Division. This includes liaison with customers, programmers, system administrators, online course developers, database administrators and internal/external clients to facilitate the information gathering, analysis diagnosis, solution design and remediation of information issues. Research and evaluation of emerging technologies may also be required.

Other related duties may be assigned throughout the year. This position is expected to be an effective team member and complete required tasks and assigned projects independently. This position must be available to work outside of normal working hours.
### 3. Key Responsibilities and Expectations

**Key Responsibilities and Expectations (identify 3 to 5 key responsibilities and expectations for each)**

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<tr>
<th>Key Responsibilities</th>
<th>% of time</th>
<th>Expectations:</th>
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| Develop new components, enhancements, customizations and reports for enterprise information systems | 70%       | - Work with both senior technical and non-technical staff to perform analysis of business requirements in order to provide recommendations and create technical specifications required to implement a solution with the greatest benefits with the lowest risk and cost  
- Independently analyze, plan, implement, integrate, test and document minor/major system enhancements and complex reports for new and existing enterprise information systems to meet the business requirements of the University  
- Create and maintain technical and functional documentation for first-level support staff, colleagues and clients  
- Coordinate testing of new/existing information systems with clients to ensure solutions are tested sufficiently  
- Attend training sessions to learn new technologies and skills related to the continued development of enterprise information systems |
| Operations Support: troubleshoot and repair production enterprise information systems | 20%       | - Communicate with clients to determine source of problems and associated details  
- Assist clients in determining if problem is due to improper use of system, system failure or improper design  
- Diagnosing and correcting problems in consultation with vendors and other technical staff where appropriate  
- Update relevant documentation/wiki once resolution has been implemented |
| Provide advice, consultation and training to clients and colleagues on information systems and related technical matters | 10%       | - Cross-train technical staff on the support and maintenance of information systems  
- Cross-train technical staff on the use of technologies, programming languages and information systems  
- Consult with other technical staff and provide expert level advice on the use of supported information systems  
- Consult with clients on the use of information systems and assist in determining the feasibility of requested modifications  
- Train clients on the use of information systems and on new functionality created by modifications to existing information systems |
### 4. Classification Factors:

#### Problem-Solving:
- Effective analytical and problem solving skills are essential to this position. There are often data, application, design, technology and operational issues that are extremely complex. Problem solving may be required at different levels. For example, at a high level it might be necessary to provide advice on the design of a secure, efficient, fault-tolerant database application. At a lower level, it might be necessary to resolve a specific application error condition. Error handling typically requires a determination of whether a problem is a user or system error and may require the use or establishment of a test environment to replicate the error.
- This position must be able to analyze client requirements and determine how an application can be built that can effectively satisfy those requirements.

#### Responsibility for Financial & Material resources:
- No direct financial or material responsibilities. Shares responsibilities for related data, systems and equipment, including participating in related purchase planning and activities.

#### Responsibility for Human Resources:
- No formal supervision is exercised at this level by this position.
- Provides technical guidance to other less experienced programmers and provides informal direction and coordination as well as training to other staff (including project teams).
- May participate in job competition selection committees.

#### Impact of Decisions and Actions:
- If there is an interruption or degradation in an enterprise wide application, this position must be able to determine the cause and take corrective action. Cause and resolution may lie in the operating system of the client or server, in the network transport layer, in the database, within the application itself, or within the hardware. Due to the critical nature of the enterprise wide application systems that are supported, this position must be able to act effectively under pressure and be able to quickly and accurately diagnose and correct problems (or contribute to these).

#### Independence:
- Independently determines and corrects the cause of problems when enterprise information systems are interrupted, degraded or unstable. Solutions may involve following established procedures or developing a unique procedure to fit the circumstances.
- Determines whether an identified enterprise information system problem (this may be in consultation with a supervisor) is an emergency that needs to be responded to immediately.
- Provides technical recommendations to clients and senior staff. These are normally subject to examination and review.
- This position performs work within clearly defined practices, procedures and policies. Objectives/priorities are set by supervisors to meet the needs of clients for projects or troubleshooting problem applications.
- Work is checked or reviewed periodically for progress, adequacy and effectiveness. Guidance is readily available.
- When there is difficulty meeting the workload with the available resources consultation with the supervisor is required.
5. **Summary of qualifications:** What is the minimum amount of education, training and experience required to perform the duties of the position?

This position requires a Bachelor’s degree in a Computer Science or other relevant discipline and at least 3 years of related experience, including:

- Modern programming languages and frameworks
- Software testing procedures and frameworks
- Secure coding practices and frameworks
- Modern technical architectures and configuration
- Supporting and maintaining enterprise scale software

Equivalent combinations of education and experience may be considered.

In addition, requires:

- Ability to be an enthusiastic and resourceful team member, with excellent interpersonal and communication skills (written and oral) in order to interact effectively with colleagues, staff and vendors in a client-oriented environment.
- Ability to successfully contribute to complex projects
- Willingness and ability to acquire new computing and other related skills independently
- Ability to problem solve effectively
- Ability to write coherent technical and user documentation
- Ability to work in an effective and organized manner in a complex environment
- Self-motivated with initiative and the ability to participate in team activities
- Proficiency in supporting enterprise wide applications
- Willingness and ability to follow direction as required

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<th>Employee’s Signature:</th>
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<tr>
<td>Manager’s/Supervisor’s Signature</td>
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