

PUBLIC UTILITY DISTRICT NO. 1 OF  
GRAYS HARBOR COUNTY, WASHINGTON

POSITION TITLE: Information Systems Programmer/Analyst  
PURPOSE OF POSITION: Ensure quality of software operations by providing Network and personal computer applications support. Perform software application development.  
REPORTS TO: Chief Information Officer  
IT Supervisor  
SUPERVISES: None  
UNION AFFILIATION: I.B.E.W., "A" group

**DUTIES AND RESPONSIBILITIES**

**A) Network Software Support**

- 1) Maintain a working knowledge of all aspects of purchased Application software, structures and formats.
- 2) Act as a liaison between end users and software providers. Convey problems and requests for changes or enhancements. Assure that user needs are met when possible.
- 3) Run test data on modified programs to ensure program reliability.
- 4) Program systems using appropriate language to customize software to District needs.
- 5) Be sensitive to specific user department needs, procedures, and functions. Provide technical assistance for current and future applications.
- 6) Prepare and maintain procedure manuals for various users.
- 7) Perform all aspects of database maintenance and administration, as needed.

**B) Application Program Security Administration**

- 1) Create and maintain user profiles on Application systems. .
- 2) Determine and maintain user authorities for Network software applications.

**C) Technical Support**

- 1) Provide technical assistance for application problems dealing with LAN, PC' and printers.
- 2) Provide PC applications' support to end-users. Evaluate and design software applications for routine and more complex uses. Provide assistance to those with special applications needs.
- 3) Assist in developing departmental systems and procedures.

**D) Miscellaneous**

- 1) Maintain up-to-date knowledge of Information Systems technology and practices. Attend training sessions and user group meetings as needed.
- 2) Participate in special projects as needed.
- 3) Act as a backup LAN administrator.
- 4) May troubleshoot and do non-technical maintenance on computer system.
- 5) May be required to assist in data entry.
- 6) May be required to work overtime.
- 7) Other job duties as assigned.

**QUALIFICATIONS**

**KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of Application systems.

Ability to comprehend and apply vendor provided software.

Ability to use PC computer software such as database, spreadsheets and word processing.

Ability to work with confidential information.

Knowledge of Windows operating systems and the District's standard software.

Thorough knowledge of basic fundamentals of PC hardware.

Demonstrated ability to problem-solve and work independently, with little or no supervision.

Demonstrated ability to complete assignments in a timely and accurate manner.

Demonstrated ability to communicate effectively orally and in writing with all levels of the organization and with computer professionals.

Strong analytical and problem-solving skills.

Ability to write and debug program code.

Knowledge of current programming languages i.e., C#, Visual Studio, Perl, Asp.net, or PHP

Knowledge of current database i.e., MSSQL, MySQL, Oracle, or SQLAnywhere

Must be flexible to change priorities.

Ability to observe all health and safety regulations.

Ability to react to emergency needs.

### **EDUCATION AND EXPERIENCE**

Completion of a two (2) year course in computer programming and two (2) years experience with personal computers and related software; or equivalent education and experience.

Qualifying experience would include a minimum of two (2) years progressively responsible duties related to programming, programming languages, and system integration of which a significant portion must be within the last two (2) years.

### **OTHER REQUIREMENTS**

Must possess a valid Washington State Driver's license and qualify for the District's auto liability insurance. Must participate in District provided Defensive Driver Training programs.

Must possess a valid First Aid/CPR card.

Successful applicants will be required to successfully complete and pass an aptitude test.

### **WORKING CONDITIONS**

Work is performed primarily in an office setting with extended periods of sitting. Work often involves extended periods of Video Display Terminal (VDT) use. This position requires periodic travel to satellite locations. Periodic travel nationally may occur.

### **PHYSICAL ACTIVITIES**

Hand-eye coordination is necessary to operate personnel computers and other office equipment. Incumbent frequently communicates with employees, vendors and software support personnel in person, via telephone, or email.

Individual occasionally lifts and carries computer equipment weighing up to 80 pounds (non-essential). Occasional bending, kneeling, and crawling may occur to inspect, install or repair personal computer components (non-essential).