

Position: **Benchmark Job #021**

Ministry: Labour and Consumer Services

Working Title: **Programmer Analyst**

Branch: Information Systems

Level: Range 24

Location: Victoria

NOC Code: 2162

## PRIMARY FUNCTION

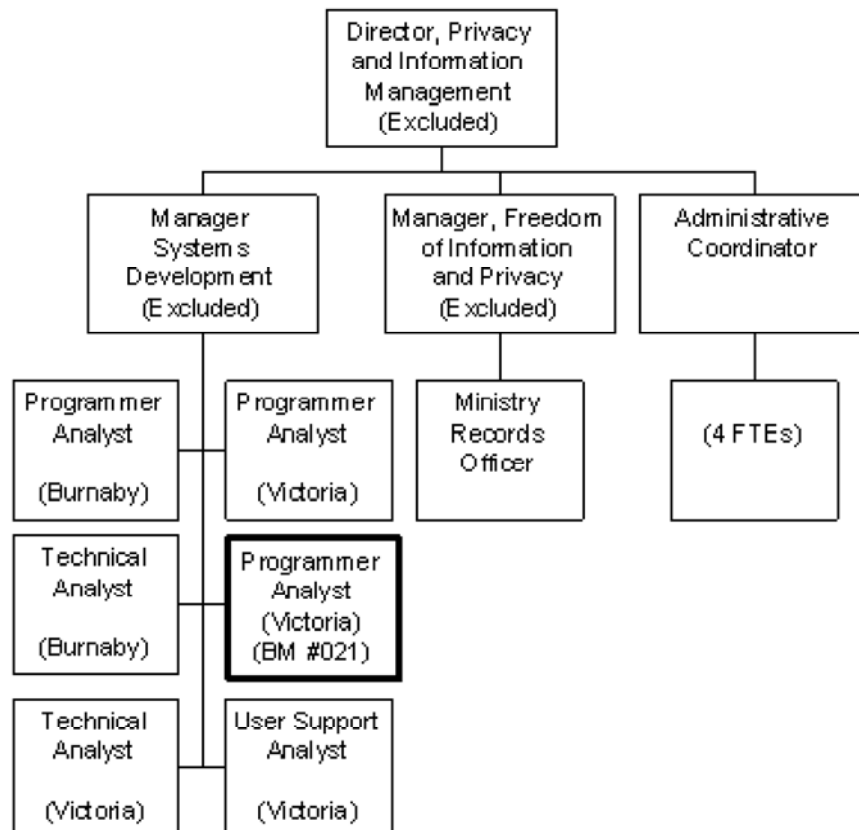
To analyze and review systems used by clients in the Ministry in support of systems development and maintenance and to lead project teams in the development of new branch information systems or enhancements to major systems.

## JOB DUTIES AND TASKS

1. Provides analytical and programming support for the development, maintenance and enhancement of specific systems and/or applications used by clients in the Ministry
  - a. analyzes and reviews existing systems to identify potential enhancements and/or changes necessary to resolve user problems or improve operating efficiency
  - b. develops recommendations for systems solutions, alternatives and improvements including proposals, estimates and cost-benefit analyses
  - c. designs, develops, tests and implements system enhancements to meet new or changing user needs
  - d. prepares detailed project specifications and consults with users to diagnose operating problems
  - e. documents solutions and user requirements to facilitate ongoing application management and maintenance, and implements recommended solutions
  - f. provides ongoing support to users by monitoring application performance, identifying problems, initiating corrective actions and recommending improvements
  - g. persuades clients to give commitment to computer projects
  - h. provides systems maintenance by monitoring the performance of existing systems, identifying systems failures, taking corrective action and recommending improvements and modifications
  - i. develops and tests or leads the development and testing of new program requirements and support users in the implementation of application modifications and enhancements
  - j. maintains and enhances Ministry financial computer systems including change management and problem solving activities
2. Leads project teams in the development of new/enhanced systems
  - a. leads and manages the development and testing of computer systems
  - b. assigns, monitors and reviews the work of up to 3 FTE project staff
  - c. negotiates terms and certifies satisfactory contract performance for release of payment
  - d. provides guidance, direction and assistance to Ministry staff and consultants working on systems
  - e. participates in the review of development proposals from consultants
3. Ensures information technology solutions meet defined business needs
  - a. produces systems specifications such as software, hardware, technical environments, functions,

information files, data load

- b. specifies user and system interfaces, such as menu, screen dialogue, inputs, reports, corrections, process rules, security, audit controls, recovery routines, contingency procedures
  - c. translates logical designs into physical designs, taking into consideration environment, performance requirements, existing system and safety/security requirements using tools and techniques that may include object oriented analysis, design and programming
  - d. documents all work in compliance with required standards, methods and tools
  - e. produces logical designs and identifying common processes
  - f. works with other technical staff (i.e. DA, DBA, Security Analyst, etc.), to produce, update, or translate models into appropriate corporate models or DB schemas.
4. Performs other related duties
- a. reviews software packages and makes recommendations on their applicability for the Ministry
  - b. participates in the preparation of standards and procedures for the development process including translating technical documentation into user terms for the user manuals
  - c. designs, prepares and presents training programs and modules for Ministry staff
  - d. ensures technical and quality assurance standards are applied
  - e. participates in the evaluation of hardware/software to assess their applicability to business needs
  - f. provides "trouble shooting" technical advice to users and the Help Desk



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Understand the theory of computer science to review and modify existing computer systems and user requirements, anticipate problems and develop and implement solutions for branch systems or parts of major systems.</p>	H	280
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to modify computer system development techniques in working with differing systems and customer requirements to recommend areas for computerization, improvement and modification and develop and implement recommended systems solutions.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b></p> <p>Persuasion required to use basic negotiation skills to gain consensus and cooperation on ministry computer systems projects with client users.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Moderate coordination and dexterity required to use computers to develop programs with some speed requirement to meet project deadlines.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by systems technology and user requirements, plan computer projects for a branch or for part of a major system, propose cost effective alternatives and develop and implement recommended systems solutions.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Significant financial responsibility to certify contract performance for release of payment requiring discretion as to whether expected results have been achieved.</p>	E	33

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7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Considerable responsibility to provide guidance on the development of new branch information systems or enhancements to major systems.	E	33
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to assign, monitor and review work of co-op students and auxiliary workers (up to 3 FTEs) on projects.	CD	14
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently review reports and screens.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently view computer screens and printed material.	C	12
12	<b>SURROUNDINGS</b> Exposure to office setting with minimal disagreeable elements.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 815

Level: Range 24