

Job Description – Analyst Programmer

Department:	Information Services	Grading:	M308	Last Update:	July 2010
Purpose:	To provide development and maintenance services for SBS developed information systems, databases and interfaces, through requirements capture, analysis, design, programming, testing, implementation and support.				
Reporting to:	Information Solutions Manager or any other representative designated by the Employer.				
Staff Reporting to this Position:	Nil				
Key Relationships:	Internal:	Senior Management Business Unit Managers and Staff Analyst Programmers Project Managers	External:	Third-party Suppliers	
Key Result Areas:	The Analyst Programmer has responsibility for the following key result areas:				
Solution Requirements	<ul style="list-style-type: none"> Responsible for eliciting solution requirements and problem understanding in conjunction with business stakeholders directly or via SBS Project Managers for Project Office projects. Maintains an understanding of the organisations broad range of operations and business systems, with knowledge sufficient to enable problem understanding and solving, generation of business and technology solutions, and definition of requirements. Contributes to documentation showing business and system requirements. Liaises and co-ordinates with external application development providers to ensure integration requirements are met. 				
Development Project Management	<ul style="list-style-type: none"> From analysis and modelling, provides time and resource estimates for the work required to design, build, test and implement the agreed solutions. Assigns work to internal and external resources to ensure agreed outcomes are achieved or exceeded, within time and cost constraints. Tracks progress towards agreed milestones and outcomes for all resources. Responsible for the planning and co-ordination of functional testing and deployment activity for developed applications and databases. Reports to stakeholders and/or Project Managers as appropriate on a regular and agreed basis. For applicable projects, evaluates the effectiveness of the delivered solution against the agreed goals and objectives using a range of qualitative and quantitative metrics/measures, reporting results to the assigned Manager and identifying requirements for follow-up. 				
Solution Design	<ul style="list-style-type: none"> Contributes to Process Mapping of proposed solutions. Provides Object Oriented Designs for application development. Uses experience and know-how to contribute to the business results via the solution design. Contributes to Business Models to assess the likely impact of the solution design on business results. 				

Application & Database Development & Delivery	<ul style="list-style-type: none"> • Provides application and database development services, complying with the currently prescribed methodology. • Responsible for the creation and maintenance of quality software applications and databases which satisfy or exceed the business requirements. • Responsible for the delivery and completion of functional testing and deployment activity for developed applications and databases, ensuring business continuity is maintained. • Ensures that developed applications and databases meet required standards of security, robustness, integrity, traceability and performance.
Documentation	<ul style="list-style-type: none"> • Responsible for writing Technical Documentation as required by the SBS Development Methodology and standards.
Standards and Quality Control	<ul style="list-style-type: none"> • Contributes to the on-going improvement of standards. • Reviews others work for compliance and accuracy. • Ensures accuracy of solution by testing to ensure the outcomes meet the agreed requirements throughout entire development lifecycle.
Change Control	<ul style="list-style-type: none"> • Adheres to change control process and disciplines. • Contributes to the on-going improvement of the change control process.
Support	<ul style="list-style-type: none"> • Provides specialist second tier support, utilising problem solving capabilities by acting as an escalation point for Help Desk issues which affect SBS developed applications or the integration of those applications to external functions. • Provides 24 by 7 on-call resource (as assigned) to handle all out-of-hours mission critical application support and upgrades to SBS developed software. • Manages faults (to resolution) which affect application operation, by interacting with software and service providers , tracking status of issues and impacts, reporting to the Help Desk and affected business units, and implementing solutions.
Operational Activities	<ul style="list-style-type: none"> • Monitors the operation and performance of key systems, and recommends improvements to design and / or processing which improve performance and business efficiency. • Contributes to the flow of communication within the team, by actively participating in team meetings. • Provides information and reports to the assigned Manager as requested. • Responsible for ensuring familiarity and compliance with SBS policy and procedures. • Performs other such duties as may be reasonably required by the assigned Manager.

Person Specification – Analyst Programmer

Purpose: To define the required and preferred key personal qualities, work experience and qualifications necessary to undertake the position.

Work Experience: Work experience necessary to competently perform the duties of this position include:

Required

- Intermediate level development experience involving the full System Development Life Cycle (i.e. requirements capture, analysis, design, programming, testing, implementation, and support).
- Object oriented experience

Preferred

- Experience in development using JADE
 - Experience in finance / banking industry
 - Experience with Process Mapping and Documentation
 - Experience with Project Management and co-ordinating teams
-

Personal Qualities: Personal qualities necessary to perform the duties of this position include:

Required

- Ability to analyse problems from both a business and technical viewpoint
 - Ability to think laterally to conceptualise and visualise solutions
 - Self-motivated and self-managing
 - Ability to plan and be systematic
 - Ability to communicate and interact effectively with people at all levels
 - Ability to work effectively co-ordinating and operating within a team
 - Excellent attention to detail
 - Ability to prioritise and meet deadlines
 - Excellent communication skills
-

Qualifications: Minimum qualifications required to undertake this role include:

Required

- Possess a relevant tertiary qualification in information technology, or computer sciences or substantial development experience in a commercial environment as an equivalent.
-