

## SYSTEMS ANALYST-PROGRAMMER

(Department of Social Services)

DISTINGUISHING FEATURES OF THE CLASS: The work involves the review, definition and analysis of existing manual office methods or problems and the formulation of improved manual or electronic data processing systems or procedures within the County Department of Social Services. An incumbent also prepares programs for computer use. Supervision is received from the Deputy Commissioner of Social Services with wide latitude and responsibility for the exercise of independent judgement in improving department systems. Supervision is exercised over the work of subordinate employees. A Systems Analyst-Programmer does related work as required.

### TYPICAL WORK ACTIVITIES:

- Confers with department personnel to investigate office procedures to collect information for analysis and study;
- Analyzes directives, bulletins and informational material in order to develop efficient production, work flow and electronic data processing applications;
- Formulates statements of problems with solutions by manual and/or electronic data processing methods;
- Specifies, in detail, logical and/or mathematical operations to be performed by various equipment units and/or comprehensive computer programs and operations to be performed by personnel in the system;
- Plans and prepares technical reports, memoranda and instructional manuals relative to the establishment and function of complete operational systems;
- Oversees trial program runs in an evaluation and follow-up for optimizing systems;
- Evaluates equipment requirements and analyzes capabilities in relation to department needs;
- Confers with other personnel involved in systems analysis and programming in order to integrate and coordinate systems;
- Stays abreast of new developments in the field in order to maintain a current knowledge of available applications and alternatives;
- Trains employees as to their role in implemented systems;
- May represents the agency in interagency activities related to electronic data processing and systems use.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of electronic computer programming principles, techniques and concepts; good knowledge of the application of electronic data processing equipment to accounting, statistical and informational problems in a governmental setting; good knowledge of available electronic computer and related peripheral data processing equipment, and the equipment's capabilities and suitability for applications within the Department of Social Services; good knowledge of methods analysis; skill in programming; ability to recognize the cost-benefit relationship of proposed EDP solutions within the context of the total organization; ability to communicate ideas clearly both orally and in writing; tact and diplomacy in investigating

requirements for machine conversion of manual procedures; accuracy; resourcefulness; sound judgement; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in computer science or related field;

OR

- B. Graduation from a regionally accredited or New York State registered college or university with an associate degree in computer science or related field and two years of experience in programming and systems analysis for business and accounting applications;

OR

- C. Graduation from high school or possession of a high school equivalency diploma and four years of experience in programming and systems analysis for business and accounting applications;

OR

- D. An equivalent combination of training and experience as indicated in A, B, or C.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: 3/30/99

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