

CITY OF LOMPOC

SENIOR PROGRAMMER-NETWORK ANALYST

DEFINITION:

Under direction, provide a wide range of analytical and technical support to City staff in operating and maintaining the City's information technology systems, including, but not limited to, personal computers, file servers, mini-computers, local and wide area networks, Internet system, Intranet system, related peripheral equipment, and all related operating system and application software.

CLASS CHARACTERISTICS:

The class of Senior Programmer-Network Analyst represents a fully skilled professional class involved in the performance of responsible work related to installation, maintenance, operation, and trouble diagnosis of the City's information technology systems and in training and assisting City staff in use of these systems.

LICENSE REQUIRED:

Possession of a valid and appropriate California Driver's License.

EXAMPLE OF DUTIES:

Serves as administrator for electronic mail, Internet/Intranet access, Windows NT servers, and Novell servers. Troubleshoots problems related to all local and wide area network computers and data communications equipment and takes appropriate corrective actions. Supports network and microcomputer users by providing technical assistance, phone support, and hardware and software troubleshooting, directs and coordinates activities of other data processing staff members in performance of tasks related to maintenance, operation, and troubleshooting of information technology systems. Coordinates, schedules, and ensures completion of computer system backups. Plans, installs, configures, tests, maintains, and updates network and application software including operating systems, security including Internet firewall, utilities, and file management. Plans, installs, configures, tests, maintains, and troubleshoots various network hardware. Interfaces with vendors for support and purchase of information technology system hardware and software. Provides individual and small group instruction in the use of standard and system-wide applications. Maintains a variety of records and logs related to installation configurations, inventory, cabling and equipment maintenance. Undertakes special projects at the direction of the Information Systems Manager. Works with City staff in developing and maintaining computer applications written in MS Visual Basic and Admins 4GL development language; includes consulting with user on program requirements, plans approach and defines problem; describes input/output and writes program; designs input/output files, describes data elements in detail, designs printed reports; flow charts and block-diagrams the sequence of steps required; codes steps in appropriate computer language such as Visual Basic or Admins; revises program until error free; prepares test data; prepares file allocation for storage of data; tests programs; identifies

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problems and solutions; makes corrections; writes user instructions and computer operation procedures. Operates a DEC Alpha computer system running Open VMS operating system. Writes and maintains DCL (DEC command language) procedures. Assists computer operations personnel as required including maintaining inventory, ordering operating supplies; running computer programs and procedures; and performs related work as required.

MINIMUM QUALIFICATIONS:

Knowledge of:

Principles and techniques of computer programming;
Visual Basic and 4GL programming languages;
Basic math to develop equations in programming applications;
Current releases -- Windows, Novell, and Open VMS utility programs;
Communications hardware installation, troubleshooting and maintenance;
Uses and limitations of data processing applications;
Current developments in data processing technology;
Principles of information entry , storage, and retrieval;
Network hardware installation and configuration including Ethernet cards, routers, etc.
Principles of operation of local and wide area networks;
Network protocols such as TCP/IP, IPX/SPX, and LAT;
Internet and Intranet configurations including equipment and software;
Local/wide area network, Intranet and Internet security principles and procedures;
DEC/Novell Interface programs such as Leverage Host Services;
English language usage, spelling, grammar and punctuation.

Ability to:

Write and maintain programs written in Visual Basic and Admins 4GL language;
Write operating procedures and instructions;
Work with vendors in solving problems with application and network software;
Write programming documentation;
Prepare clear and concise memos and written reports;
Identify and take corrective actions to solve problems in programs;
Set up Novell clients and servers running Novell (current releases)
Set up Windows NT servers and users of Windows and NT workstation (current releases);
Set up Open VMS operating system and Open VMS users;
Apply patches to operating system software such as Novell 4.11 and Windows NT;

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Operate mini-computer and personal computer equipment and peripherals;
Communicate effectively with all levels of computer users;
Train computer users in operation of hardware and software;
Understand and carry out oral and written instructions spoken and written in English;
Organize work and set priorities to meet deadlines;
Work within prescribed time constraints;
Install and maintain DEC/Novell interface programs such as Leverage Host Services;
Plan, specify, and install equipment, operating system and application software;
Establish and maintain effective work relationships with City staff.

EDUCATION AND EXPERIENCE:

Any combination of training, education, and experience which demonstrates an ability to perform the duties of the position. The typical qualifying background is two to four years of on-the-job data processing experience in a mini-computer and PC networked environment operating a DEC Alpha computer system, writing programs in Visual Basic or a 4GL programming language, installing Novell and Windows NT operating systems, installing Windows (current releases) operating systems, operating and maintaining Novell (current releases) and Windows NT servers, and providing technical support and assistance to users of networked personal computers, equipment, and applications; and completion of formal technical training programs such as those conducted by commercial training organizations and university extensions, college level course work, and/or on-the-job training covering principles and methods of computer programming and information technology; Novell certifications such as CNA or CNE are desirable.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

Strength: Light work lifting, carrying and/or pushing objects weighing up to 50 pounds. Must be available to work weekends and be on-call as required.