



HANOVER COUNTY GOVERNMENT POSITION DESCRIPTION

IT Programmer Analyst (CD)
(22200)

Department of Human Resources
PO Box 470
Hanover, VA 23069
Telephone (804) 365-6075
Facsimile (804) 365-6334

Department of Information Technology
(31)

Revision Date: January 2008

General Description: This is a professional position. The incumbent is responsible for managing complex technical tasks related to information technology in the designated department.

Organization: The IT Programmer Analyst is part of Hanover County's Career Development Plan (CD). The IT Programmer Analyst represents the first two (2) levels on the CD Ladder. The IT Programmer Analyst has four (4) levels ranging from IT Programmer Analyst to IT Programmer Analyst-Senior to IT Systems Engineer to IT Systems Engineer-Senior. The IT Programmer Analyst reports to the Director or Deputy Director, dependent upon project team assignment, and may supervise support staff. Specific assignments are supervised by an I.T. Project Manager.

Essential Functions:

- Performs various high-level tasks dependent upon area of assignment and technical environment.
- Installation and support of hardware (i.e. computers, network/telecommunications equipment, etc).
- Development and/or installation and support of software systems (i.e. operating, application, utility systems).
- Performs related work as assigned.

Working Conditions:

- A. Hazards
 - None known
- B. Environment
 - Office
 - Field - Travel for support, training, and conferences
- C. Physical Effort
 - Moderate - Lifts supplies and equipment (computers, network equipment, etc.)
- D. Exempt

Knowledge, Skills and Abilities: General knowledge of Information Technology hardware and/or software. Detailed knowledge of specific areas of hardware and/or software dependent upon area of assignment. Excellent troubleshooting and problem-solving skills. Excellent oral and written communications skills and ability to prepare accurate and detailed documentation. Ability to use independent judgment, manage and prioritize multiple tasks and assignments, and work independently. Ability to work with users and hardware/software vendors.

Education, Experience and Training: Four (4) years' college education, required. Bachelor's degree in systems engineering, computer science, information systems, or related field, preferred. Information Technology experience, with specific areas of expertise, dependent upon area of assignment, desired. Specific experience and training may be added as needed per specific area of assignment (i.e. server, network, telecommunications, application, etc. support). Any equivalent combination of relevant education, experience, and training totaling at least four (4) years is required, with the approval of the Director or Deputy Director, is acceptable.

Special Conditions:

- Criminal Records Check, including fingerprinting
- Valid Commonwealth of Virginia Driver's License
- Twelve-month probationary period
- Work beyond normal work schedule; may include rotational on-call after-hours support (evenings, weekends & holidays)