

Job Description Programmer Technician

Job Information

Official Title	Programmer Technician
Job Code	
Pay Grade	
Position Type	Non-classified (Part-Time Extra Help)
FTE	.49
Scheduled Hours	Up to 20 hours weekly

Job Summary

This position will provide general computing support directly to students, faculty, staff, and administrators at New River to provide (a) *general* assistance in answering questions and providing information and by providing (b) *specific* assistance with issues encountered when users are accessing web-based information resources and using computer facilities (e.g., authentication issues, account privilege information, and guiding users through the specific procedural steps required to complete a task).

Under close supervision and at the entry level, an employee in this position provides the programming support needed to import and extract information from multiple enterprise systems. Using industry standard coding languages, this work includes creating, debugging, and updating scripts that function to import or export data among enterprise systems that may include: Ellucian Banner, Brightspace D2L, Active Directory, Element451, DropGuard, Apache, SQL, Microsoft 365, myPhoto, Filemaker Pro, and others.

Nature of Work

Every IT support staff member should be able to assist others with replacing printer cartridges, troubleshooting printers and computers, and installing and updating software. The Programmer Technician will be an instrumental staff member expected to participate in self-study and on-the-job training to improve skills related to systems programming. This position will rely on clearly defined program specifications and instructions to perform assigned tasks while documenting solutions and progress. Some remote work opportunities may be possible, based on supervisor's judgement and organizational needs.

Distinguishing Characteristics

The incumbent performs other required or assigned functions and consistently complies with all policies and standards.

The Programmer Technician provides software support for enterprise systems that are relied upon by a large portion of the New River educational community. Errors in judgment could negatively impact data security, privacy, and availability with severe ramifications and may require a prioritized and rapid response to resolve.

The Programmer Technician is responsible for:

1. Reviewing program specifications and clearly defined instructions, to create the necessary program coding to meet those requirements.
2. Debugging programs by reviewing any diagnostic errors identified from testing the programs.
3. Resolving issues with integrated systems using programming and system configuration familiarity and expertise.
4. Documenting procedures and configurations to create artifacts that streamline decision-making for self and others using effective technical writing techniques.



5. Providing solutions for users while ensuring that information privacy and security procedures are followed and improved upon as needed.
6. Increasing technical expertise by exploring new techniques, methodologies, and a continuing review of technical literature to become familiar with advancements and alternatives in a changing environment.
7. Seeking out and attending product demonstrations and freely available webinars to evaluate awareness of and expertise with the products and solutions relevant to services used or planned for use at New River.
8. Performing routine duties such as manually running scripts, creating data-driven reports, and providing the required data as needed (through data extracts or customized reports).
9. Ensuring that the elevated access privileges granted to them are used only to perform assigned tasks and that confidentiality for personal information is secured and protected.

Professional Development

- Compliance training is to be completed as required.
- Seek opportunities for relevant credentialing and affiliations with professional organizations.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Skills/Abilities

1. Proficiency with three or more industry standard programming languages (SQL, Java, JavaScript, HTML, CSS, Python, Ruby, Swift, etc.).
2. An understanding of data processing procedures, information security, personal privacy, and data governance principles.
3. Proven skills with the design, implementation, and management of software applications, databases, patches, and solutions for service delivery and operation.
4. The ability and desire to learn programming languages, new applications, and software solutions as needed.
5. The ability to logically solve data processing problems while documenting issues and resolutions.
6. The ability to read, understand, reference, and create technical sources of information.
7. The ability to evaluate technical issues, communicate effectively, and collaborate with others to identify and implement technical solutions.

Education

<u>Education Level</u>	<u>Field of Study</u>	<u>Required</u>	<u>Preferred</u>
Associate's degree	Computer Science or related field		X
Related Experience	May substitute for academic credentials on year-for-year basis		X



Experience

In addition to the knowledge/education, the following related work experience is typically required, for this position. An equivalent combination of education and recent, related experience may be acceptable.

<u>Experience</u>	<u>Experience Details</u>	<u>Required</u>	<u>Preferred</u>
Programming	Creating software programs	X	

License or Certification

<u>License or Certification</u>	<u>Required</u>	<u>Preferred</u>
A+		X
Network+		X
Security+		X

Expectations

Employees are expected to adhere to the Mission, Values and Vision of the College. Each employee's position has attributes that contribute to the achievement of these goals.

Mission

New River Community and Technical College provides accessible, affordable, quality education and workforce programs to meet the needs of the region it serves.

Values

Shared values guide New River Community and Technical College in fulfilling its mission. These values influence thoughts, guide decisions, mold policies, and determine courses of action. Our employees are expected to support and enact these values in our daily work.

Respect

- Promote a culture of belonging.
- Recognize and celebrate the unique contributions and perspectives of all individuals.
- Involve a diverse range of voices and perspectives in decision-making.
- Ensure everyone feels they are an integral part of the College.

Honesty

- Communicate openly and truthfully.
- Take responsibility for one's actions.
- Provide accurate and transparent reporting of data.
- Make decisions based on ethical principles.

Education

- Encourage and support a culture of continuous learning.
- Facilitate the sharing of information.
- Offer access to a diverse range of educational resources.
- Encourage curiosity.
- Regularly assess educational programs and supporting services.
- Cultivate a workforce of knowledgeable, competent, and skilled leaders.

Community

- Actively engage with the local community.
- Partner with local businesses, organizations, and non-profits.



- Meet the educational needs and interests of the local community.
- Encourage and facilitate civic engagement among students, staff, faculty, and administration.

Vision

New River Community and Technical College will improve students' lives and will enrich communities as an increasingly integral part of the educational and economic landscape of southern West Virginia.

Physical Demands

This section is to be completed by the Supervisor and Employee during the Job Description Review.

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

<i>Physical Demand</i>	<i>All of the Time</i>	<i>Most of the Time</i>	<i>Some of the Time</i>	<i>Rarely</i>	<i>Never</i>
Balancing (full body)		X			
Bending			X		
Carrying			X		
Climbing (low heights such as step stool)			X		
Climbing (ladders over 3 feet)				X	
Crawling				X	
Crouching			X		
Driving				X	
Hearing		X			
Hoisting				X	
Kneeling			X		
Leaping or jumping					X
Lifting/carrying very lightweight objects occasionally				X	
Lifting/carrying lightweight objects (up to 25 lbs.)			X		

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<i>Physical Demand</i>	<i>All of the Time</i>	<i>Most of the Time</i>	<i>Some of the Time</i>	<i>Rarely</i>	<i>Never</i>
Lifting/carrying moderately heavy items (over 25 and up to 50 lbs.)				X	
Lifting/carrying heavy items (over 50 and up to 75 lbs.)					X
Lifting/carrying very heavy items (over 75 lbs.)					X
Office environment/sedentary work		X			
Pulling or tugging				X	
Reaching above shoulder				X	
Reaching below shoulder		X			
Running					X
Seeing	X				
Sitting (for brief periods)		X			
Sitting (for long periods)		X			
Stairs (ascending and descending)			X		
Standing (for brief periods)			X		
Standing (for long periods)				X	
Stooping			X		
Touching	X				
Twisting (of torso)		X			
Walking		X			

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

The incumbent typically works at a computer, attends meetings and planning sessions, engages in discussions, and adroitly manages technology to create new or improve upon existing service solutions.



Disclaimer

This description does not state or imply that the duties listed are the only duties to be performed by the position incumbent. Justification for information provided in the job description may be requested. Employees are required to follow job-related instructions and perform other job-related activities assigned by their supervisor.

All requirements are subject to possible modification to provide a reasonable accommodation to individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, students, other employees, or the public.

Employee Comments

You may add other information which would be important in understanding your job and which has not been covered in other sections of this form.

Employee's Signature

Date

Immediate Supervisor's Signature

Date