

Programmer/Analyst

Reporting to the Information Technology Manager (IT Manager) the Programmer/Analyst complements the IT department with skills in program design and development. Responsible for systems analysis and programming, this individual will have the skills to maintain, design, and develop applications that support ACP's information management systems. The Programmer/Analyst will also assist the communications department by identifying and/or providing programming to facilitate website enhancement.

Additional duties include assisting with the IT Service Desk when directed, and to provide back-up and coverage for the System Administrator.

Key duties and responsibilities

Registrant Information System

- Assist with maintaining and enhancing the registrant information system using a framework that relies heavily on SQL, stored procedures, and functions.
- Plan and document changes and enhancements to the system that may be performed by external contractors or in-house.
- Develop and maintain reports in support of operational requirements.

Website

- Provide configuration and operational assistance with the content management system (CMS).
- Identify and/or develop modules for the CMS as necessary.
- Develop and maintain web services for the secure integration of ACP's information systems, the website and third party applications.
- Develop and maintain a registrant portal incorporating a single sign-on for information pertaining to registrants.

IT Service Desk (ITSD) & IT Infrastructure

Provide support and back-up to the System Administrator as load and vacations dictate by:

- Analyzing, troubleshooting, and resolving system hardware, software, and network issues as assigned on the ITSD.
- Ensuring the availability and security of the IT infrastructure.
- Maintaining system configuration documentation as required.

System Analysis

- Facilitate process analysis as directed by the IT Manager.
- Formulate solutions and provide recommendations and implementation plans for identified issues.
- Implement approved solutions through requirements gathering, development, documentation, and training.

Application Programming

- Work independently or with the Systems Administrator and/or IT Manager to develop (code) solutions to satisfy business needs.
- Maintain and develop data extracts.
- Coordinate for the processing and delivery of data extracts.
- Monitor for and correct data exceptions as required (processes response files).
- Develop secure web services for integration with several third party applications.
- Other duties as required.

Education and experience requirements

- A bachelor's degree in computing science or a related discipline
- Comprehensive experience with SQL Server and information system design
- Two years programming experience (having coded in C# and VB will be of benefit)
- Experienced with HTML & JavaScript programming
- Exposure to a virtualized environment with VMWare ESXi experience preferred
- Demonstrated proficiency and advanced knowledge managing workstations in each of the Windows, Linux and OSX environments
- Two to three years' experience in a similar role

An equivalent combination of education and experience will be considered.

Desired skills and proficiencies

- An excellent communicator who can act as an IT representative in the business environments
- Strong analytical skills with the ability to use multiple techniques to identify and evaluate solutions to business issues
- Detail oriented with solid writing skills to document user needs and technical configuration
- Excels at time management with the ability to manage multiple projects and issues concurrently
- Is able to create complex project plans that include milestones, resources, and impacts on user groups
- Takes ownership for projects and works with the strengths of IT team members to ensure goals are attained
- Is innovative, collaboratively seeking new approaches, and is able to garner commitment to change
- Is able to build credibility based on using expertise honestly and consistently
- Takes personal responsibility for collaboratively identifying and resolving service issues promptly and responsively
- Knowledgeable in risk assessment/management and risk mitigation techniques

Submit resumes to:

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