MT. SAN ANTONIO COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SYSTEMS PROGRAMMER

BASIC FUNCTION:

Under the direction of an assigned manager, perform a variety of technical duties involved in the installation, configuration, operation, monitoring, maintenance and repair of computer hardware and software applications in College mainframe and Local Area Network (LAN) environments.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Install, configure, modify and maintain computer hardware and software applications to assure the smooth running of computer systems in mainframe and LAN environments; upgrade and update computer software; configure hardware and software to assure proper computer operations.

Inspect, troubleshoot, diagnose and resolve LAN and mainframe system, hardware and software application malfunctions; assess system performance and identify and resolve problems; monitor systems to assure smooth computer operations; modify system configuration as appropriate.

Collaborate with other technology personnel in the maintenance of assigned computer systems, hardware, software and peripherals; investigate and resolve user technology problems; respond to user and management requests for system upgrades, maintenance, repairs and modifications.

Install new operating systems and software; test software and hardware and observe elements of the system for evidence of incorrect performance; make programming adjustments to existing operating systems as needed; maintain and repair operating system configuration.

Perform a variety of network administration activities such as establishing and maintaining user accounts and security applications as assigned; monitor, maintain and assure security of network servers.

Participate in designing, coding, testing and implementing new computer programs for assigned mainframe and LAN environments as directed; develop and maintain related documentation.

Monitor and assure smooth operation of CICS Teleprocessing Systems; analyze and modify related programs as needed; maintain VSAM data files and monitor DASD utilization.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of computers, servers, peripherals and specialized software.

Maintain various records related to assigned activities.

Maintain current knowledge of technological advances in computer system hardware and software.

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OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Practices, procedures and techniques involved in the installation, configuration, operation, monitoring, maintenance and repair of computer hardware and software applications in mainframe and network environments.
Principles, methods and procedures of operating computers and peripheral equipment.
Principles, practices and methods of database structures, computer programming and system design.
Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
Principles, practices, procedures and equipment involved in network administration.
Database structures, applications and capabilities of assigned computer systems.
Computer hardware systems and software applications utilized by the College.
Installation and operation of various computer operating systems software.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Record-keeping techniques.

ABILITY TO:
Install, configure, modify and maintain computer hardware and software applications to assure the smooth running of computer systems in mainframe and LAN environments.
Inspect, troubleshoot, diagnose and resolve LAN and mainframe system, hardware and software application malfunctions.
Install, upgrade and configure various software applications and operating systems.
Participate in designing, coding, testing and implementing new computer programs as directed.
Maintain servers and perform a variety of network administration activities.
Operate computers and peripheral equipment properly and efficiently.
Meet schedules and time lines.
Determine appropriate action within clearly defined guidelines.
Maintain various records related to work performed.
Work independently with little direction.
Maintain current knowledge of technological advances in the field.
Communicate effectively orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree with course work in computer science or related field and two years increasingly responsible experience involving the installation, maintenance and repair of computer hardware and software applications including work with mainframe and network systems.

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WORKING CONDITIONS:

ENVIRONMENT:
Office environment.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting for extended periods of time.