



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Lead Programmer Analyst
<b>POSITION NO.</b>	501047
<b>LOCATION</b>	Warwick Campus
<b>REPORTS TO</b>	Director of Enterprise Applications
<b>GRADE</b>	PSA 14
<b>WORK SCHEDULE</b>	Non-Standard: 35 hours per week
<b>SUPERVISION</b>	Does this position supervise others
<b>LIMITATION (if applicable)</b>	Subject to renewal after annual review.
<b>REVISION DATE</b>	October 2024

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**JOB SUMMARY:**

The Lead Programmer Analyst will analyze, design, develop, test, implement, and maintain software applications and systems to meet our organization's needs. As a Lead Programmer Analyst, you will collaborate with various stakeholders to understand business requirements and translate them into technical solutions. You will also participate in all phases of the development lifecycle, from concept and design to testing and deployment.

**DUTIES AND RESPONSIBILITIES:**

- Collaborate with business users, technical resources, and other stakeholders to gather and analyze requirements for new software applications and enhancements to existing systems
- Design, develop, code, test, debug, and document software applications using programming languages (i.e. Java, SQL) and integration tools (APIs)
- Develop and maintain workflows, data, and data integration solutions to support business processes and reporting needs
- Participate in code reviews, unit testing, integration testing, and system testing to ensure high-quality software solutions
- Troubleshoot and resolve technical issues, performance problems, and software defects
- Provide technical support and assistance to end-users, including troubleshooting software issues, answering questions, and providing training as needed
- Ensure timely resolution of support tickets within Service Level Agreements (SLAs) and engage with vendor support as needed to resolve escalated issues
- Stay current with emerging technologies, industry trends, and best practices in information technology
- Participate in team activities and duties as assigned

**LICENSES, TOOLS, AND EQUIPMENT:**

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Associate's degree in a related field
- 6 years of relevant experience
- Proven experience as a software developer or programmer analyst, with proficiency in programming languages such as Java, C#, Python, SQL, etc
- Strong analytical and problem-solving skills, with the ability to understand complex business requirements and translate them into technical solutions
- Experience with development methodologies such as Agile, Scrum, or Waterfall
- Knowledge of databases, solutions, cloud technologies, APIs, and programming
- Excellent communication skills, with the ability to effectively communicate technical concepts to non-technical stakeholders

- Ability to work independently and collaboratively in a fast-paced environment, managing multiple tasks and priorities effectively

**PREFERRED QUALIFICATIONS:**

- Bachelor's degree in Computer Science, Information Technology, or related field
- 4 years of relevant experience
- Experience with Ellucian Banner ERP or similar enterprise resource planning systems
- Familiarity with Ellucian Ethos integration platform or similar middleware solutions
- Knowledge of SaaS (Software as a Service) solutions and cloud-based technologies
- Proficiency in using reporting tools such i.e. Argos, Insights
- Robust experience working with APIs (Application Programming Interfaces) for data integration and interoperability
- Certification or training in relevant technologies and tools, including Ellucian products, is a plus

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.