

Programmer Analyst

Department: Information Systems

Exemption Classification: Non-Exempt

Location: Fully Onsite

Hourly Pay Range: \$33.00 - \$47.72

Role:

The Programmer Analyst is responsible for designing, developing, and maintaining software solutions related to core banking platforms and supporting vendor-packaged and internal custom solutions that support the Credit Union's core banking platform and other enterprise applications in alignment with our strategic plan and technology roadmap. This individual will collaborate with cross-functional teams and partner with the Project Coordinator to gather requirements, analyze system/user needs, and implement scalable and efficient software modules. This position is also responsible for installing, configuring, monitoring, coordinating, and supporting current network infrastructure and/or other applications, systems, and programs for the Credit Union.

***Compensation is based on a wide array of factors unique to each candidate, including but not limited to skillset, years and depth of experience, certifications, and specific office location. This position is fully onsite.**

Essential Functions and Responsibilities:

- Design, develop, troubleshoot, debug, optimize, and implement complex software applications using programming languages suited for the assigned platform, adhering to IT Security & SDLC Policies and applicable desk procedures. Ensure adherence to the industry's latest technology, best practices, security standards, and regulatory compliance. Provide adequate unit and system-level testing of the features and bug fixes.
- Provide technical support to end-users and troubleshoot system or application errors. Quickly respond to support tickets from customers and departments according to company procedures. Respond to and address Incidents and Service Requests in a timely manner. Meet department Service Level Agreements (SLA) for ticket resolution, and escalate to management as soon as possible if an issue is at risk for not meeting the SLA. Diagnose technical issues with products or services, identify root causes, and implement solutions. Identify complex issues that require further assistance from other teams and effectively escalate them.

- Design and develop related databases, queries, functions, and views, executing database design changes with a full understanding of their impact on production systems and users. Generate, test, and validate program code for use in reports, scripts, and interfaces used internally and by outside vendors.
- Work with department leadership, vendors, and other ISS team members to evaluate and recommend solutions to complex problems and requests. Participate in meetings with department leadership to discuss requirements for new projects. Actively participate in requirements-gathering sessions as a technical expert to provide guidance. Research, test, build, and coordinate new software integrations based on production and client requirements. Regularly analyze existing programs and recommend and implement methods to increase and optimize operating efficiency while adopting new requirements.
- Assist with workstation and network administration, deployment, and desktop troubleshooting, which includes support for calls, emails, and tickets from end users regarding IS-related issues; install, configure, and maintain computer hardware, software, printers, scanners, and any devices authorized by the Credit Union.
- Develop and maintain comprehensive documentation to provide a clear understanding of the purpose and operational procedures of the program and of the application's environment. Develop and document internal team standards, processes, and procedures. Provide thorough documentation for any system changes and ensure all relevant parties are informed of changes in advance. Create comprehensive technical documentation.
- Monitor daily, weekly, monthly, quarterly, and year-end jobs; ensures computer (core, network, application, optical, and personal banking) systems are operating efficiently. Develop and distribute applications and software, including patches, per management guidelines. Participate in regular system maintenance activities of all computer equipment, such as applying application patches, assisting in the implementation of server patches, and monitoring system alerts.
- Conduct regular analysis of existing programs and recommend/implement methods to increase and/or optimize operating efficiency or adopt new requirements. Identify opportunities for process and system enhancements and implement innovative solutions.
- Assist with vendor management, asset management, operational reliability and predictability, project support, administrative support, information security, and audit compliance. Support IS/IT audit-related activities, including auditing change requests for completeness, performing DR testing, reviewing access, and alerting management to potential issues.
- Provide technical guidance and mentorship to junior engineers, participate in code reviews, and contribute to the continuous improvement of development processes. Perform other job-related duties as assigned.

Knowledge, Skills, and Abilities:

- Bachelor of Science (BS) degree with emphasis in Computer Science, Software Engineering (or similar field) required, equivalent experience, or achievement of formal certifications recognized in the industry as equivalent to a bachelor's degree.
- Three to five (3 to 5) years of similar or related experience in software development and maintaining software, preferably within the financial services industry.
- Proficient in SQL coding – writing queries, techniques, and terminology.
- Proficient in Java (including servlets), JavaScript, HTML, CSS, JSP, and AJAX.
- Experience in leading solution delivery efforts in an agile environment with extensive working knowledge of test-driven development (TDD), component-based development (CBD), and continuous integration/continuous delivery (CI/CD) and DevSecOps practices.
- Hands-on experience with agile tools (e.g., Jira, Confluence, Microsoft DevOps), Git, Postman, SSO, OAuth, cloud (AWS and Azure) services, and relational databases, such as Microsoft SQL Server).
- Working knowledge of front-end frameworks like React, Bootstrap, jQuery, etc.
- Ability to use RESTful and SOAP APIs, and different data formats (JSON, XML).
- Expertise with Unix, Linux, and Windows operating systems.
- Basic knowledge of troubleshooting hardware, software, and network issues.
- Familiarity with ITIL practices or similar frameworks.
- Demonstrated experience using web software APIs is required.
- Strong problem-solving and debugging skills; adaptability and willingness to learn new technologies.
- Experience responding to security questionnaires and customer questions.
- Professional and effective interaction, verbal, and written communication skills.
- Must have excellent written and oral communication skills to communicate technical information to non-technical people and strong interpersonal skills.

Physical Demands and Work Environment:

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 however, no accommodations will be made which may pose serious health or safety risks to the employee or others, or which impose undue hardships on the Credit Union.

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel objects, tools or controls. The employee is frequently required to talk or hear. The employee is occasionally required to stand; walk, reach with hands and arms; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate.

This job description is not a complete statement of all duties and responsibilities comprising the position.