

**NATURE OF WORK IN THIS CLASS:**

This is routine technical computer programming work.

Employees in this class perform technical computer programming duties of limited scope and complexity and work independently after initial training and under closer supervision on a variety of developmental assignments.

**ILLUSTRATIVE EXAMPLES OF WORK:** (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Reviews software applications for completeness and compatibility with computer programming capabilities and agency specifications.

Review and apply software updates in order to meet workflow additions and changes.

Install, configure and deploy end user computer hardware and software applications; communicates with end users on various phases of IT implementation projects; provide basic end user training on system and network functions.

Assess and troubleshoot local network connectivity issues and reports information on outages to Systems Programmers and Analysts.

Create diagrams and flowcharts for new and updated processes; prepare standard operating instructions for applications to be implemented or upgraded.

Prepare summary reports and make recommendations for improvements on application efficiency.

Responds to cybersecurity threats by recording and reporting suspicious activities or indicators of compromise; assists with the security of compromised systems.

Maintains data security compliance in the handling of confidential or sensitive data in accordance with the Internal Revenue Service (IRS), Social Security Administration (SSA), Health Insurance Portability and Accountability Act (HIPAA), and the Criminal Justice Information Services (CJIS).

Performs other related duties as assigned.

**MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of the principles and practices of information technology.

Knowledge of computer programming principles, techniques, and practices.

Knowledge of computer operating capabilities.

Ability to think logically and apply sound judgment in analyzing and organizing problems or work processes for computer solution.

