

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Administrative Support Division

UNIT OR OFFICE  
Information Technology Services

POSITION NUMBER  
20005490 (4436.0)

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION: Programmer Specialist  
POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20005478 Administrative Staff

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m. - 5:00 p.m.

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
60	<p>Designs &amp; writes new &amp;/or modifies existing large &amp;/or complex computer programs to meet information &amp; automation needs of customers; interviews customers; documents current procedures &amp; methods; builds lists of desired requirements; utilizes knowledge of department policies &amp; procedures to assist with determination of appropriate technology; provides flowcharts, data diagrams, screen &amp; report mock-ups, &amp; other documentation to fully represent the desired product; codes &amp;/or develops deliverables in the chosen technology/language; implements packaged software; conducts testing &amp; quality assurance reviews of designed product to produce an efficient, functional deliverable that meets all requirements; creates test plans to monitor/track testing of product; reviews products for compliance with design; organizes &amp; assists in customer testing of product; completes change requires &amp;/or enhancements; acts as liaison between programming staff &amp; customers; assists with interpretation of design into technical product; promotes completed products into production status &amp; use by customers; completes documentation on deliverables, including training manuals &amp; user guides; creates technical manuals for on-going operation &amp; maintenance; conducts user training; implements deliverables.</p>	<p>Knowledge of (1) computer science, computer software package programming; (2) troubleshooting; (3) human relations/customer service techniques &amp; practices; (4) agency policies &amp; procedures*; (5) electronic data processing systems (e.g., mainframe, PC &amp; server platforms; (6) design methodology, programming tools &amp; techniques (e.g., HTML, ASP, Dreamweaver*, Vignette*, Visual Basic, Crystal Reports); (7) databases &amp; data relationships (e.g., Access, SQL*, Oracle*); (8) web browser (e.g., Internet Explorer, Netscape). Skill in (9) operation of personal computer &amp; peripheral equipment &amp; keyboard operations; (10) electronic testing equipment; (11) coding of programming languages (e.g., Visual Basis, ASP*, HTML, Lotus Script); (12) office automation tools; (13) graphics packages (e.g., Visio, Photoshop*, Adobe Acrobat, PowerPoint*); (14) desktop hardware. Ability to (15) deal with a number of variables in familiar &amp; unfamiliar situations; (16) understand computer programming; (17) define problems, collect data, establish facts, draw valid conclusions &amp; resolve technical problems; (18) interpret extensive variety of technical manuals; (19) use proper research methods in gathering data; (20) work alone on most tasks, but occasionally cooperate on team projects.</p> <p>*developed after employment</p>

JOB CODE TITLE  
Programmer Specialist I

APD 8-14-08

JOB CODE  
64141

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Handwritten Signature]*

8/7/08

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40	Responds to customer help requests: modifies &/or tests computer software packages (e.g., LOTUS, SAS, D-BASE) &/or develops data processing application programs for microcomputers, generate reports &/or to provide recommendations for use, enters, data into computer terminal & reviews output to ensure program accuracy & completeness, installs & updates software packages on computer equipment, evaluates hardware &/or software products to assess compatibility with existing systems &/or effectiveness & writes &/or compiles application-related document (e.g., user's guides for applications, hardware instructions); troubleshoots software, network issues; provides technical assistant to support staff; attends seminars &/or classes for training in data communications, telecommunications services &/or network administration; performs other dues as assigned.	Knowledge of 1, 4*, 5, 7, 8. Skill in 11, 12, 13, 14. Ability to 15, 16, 17, 18, 19, 20.  *developed after employment

JOB CODE TITLE  
Programmer Specialist 1

APD 8-14-08

JOB CODE  
64141

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