

Programmer Analyst

Builds and codes applications and/or modules using languages such as C++, ASP.NET, Visual Basic, ABAP, JAVA, XHTML, etc. Provides patches and upgrades to existing systems. May design graphical user interface (GUI) to meet the specific needs of users. Prepares operating instructions, compiles documentation of program development and analyzes system capabilities to resolve questions of program intent, output requirements, input data acquisition, programming techniques and controls. May build add-on modules using application program language.

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	Programmer Analyst I	Programmer Analyst II	Programmer Analyst III	Programmer Analyst IV	Programmer Analyst V	Sr. Programmer Analyst
Knowledge	Limited use and/or application of technical principles, theories and concepts.	Frequent use and application of technical standards, principles, theories, concepts and techniques.	Complete understanding and wide application of technical principle, theories and concepts in the field. General knowledge of other related disciplines.	Applies extensive technical expertise and has full knowledge of other related disciplines.	Applies advanced technical principles, theories and concepts. Contributes to the development of new principles and concepts.	Exhibits an exceptional degree of ingenuity, creativity and resourcefulness. Apply and/or develop highly advanced technologies, scientific principles, theories and concepts. Viewed as an expert within the field.
Problem Solving	Develops solutions to routine technical problems of limited scope.	Provides solutions to a variety of technical problems of moderate scope and complexity.	Provides technical solutions to a wide range of difficult problems. Solutions are imaginative, thorough, practicable and consistent with organization objectives.	Develops technical solutions to complex problems which require the regular use of ingenuity and creativity.	Works on unusually complex technical problems and provide solutions which are highly innovative and ingenious.	Develops information which extends knowledge in a given field. Information may form the basis of newly developed concepts, theories and products.
Discretion/Latitude	Work is closely supervised. Follows specific detailed instructions.	Works under general supervision. Follows established procedures. Work is reviewed for soundness of technical judgment, overall adequacy and accuracy.	Works under only general direction. Independently determines and develops approach to solutions. Work is reviewed upon completion for adequacy in meeting objectives.	Work is performed without appreciable direction. Exercises considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long-term perspective for desired results.	Works under consultative direction toward predetermined long-range goals and objectives. Assignments are often self-initiated. Determine and pursue courses of action necessary to obtain desired results. Work checked through consultation and agreement with others rather than by formal review of superior.	Often acts independently to uncover and resolve issues associated with the development and implementation of operational programs. Plans R&D programs and recommends technological application programs to accomplish long-range objectives. Work is checked only to the effectiveness of results obtained, typically requiring a long-term perspective. Virtually self-supervisory.
Impact	Contributes to the completion of routine technical tasks. Failure to achieve results can normally be overcome without serious effect on schedules and programs.	Contributes to the completion of milestones associated with specific projects. Failure to achieve results or erroneous decisions or recommendations may cause delays in program schedules and may result in the allocation of additional resources.	Contributes to the completion of specific programs and projects. Failure to obtain results or erroneous decisions or recommendations would typically result in serious program delays and considerable expenditure of resources.	Guides the successful completion of major programs and may function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organizational objectives.	Develops advanced technological ideas and guides their development into a final product. Erroneous decisions or recommendations would typically result in failure to achieve critical organizational objectives and effect the image of the organization's technological capability.	Designs research and develop highly advanced new applications resulting in new product/business opportunities for the company. Erroneous decisions or recommendations would have a long-term negative effect on organization's reputation and business posture.

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Liaison	Contacts are primarily with immediate supervisor, project leaders and other professionals in the section or group.	Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.	Frequent inter-organizational and outside customer contacts. Represents the organization in providing solutions to difficult technical issues associated with specific projects.	Represents the organization as the prime technical contact on contracts and projects. Interacts with senior external personnel on significant technical matters often requiring coordination between organizations.	Serves as organization spokesperson on advanced projects and/or programs. Acts as advisor to management and customers on advanced technical research studies and applications.	Serves as consultant to top management in long-range company planning concerning new or projected areas of technological research and advancements. Prime spokesperson on company's technical capabilities and future directions. Often instrumental in attracting and obtaining major new company business.
Work Products (Examples may include but are not limited to)	Program, code, test and debug approved solution using beginner level programming to a set of detailed specifications.	Program, code, test and debug approved solution using beginner level programming to a set of general specifications.	Program, code, test and debug approved solution using intermediate level programming to a set of specifications.	Program, code, test and debug approved solution using intermediate level programming to a set of concepts.	Program, code, test and debug approved solution using advanced level programming to a set of concepts.	Program, code, test and debug approved solution using advanced level programming to a set of concepts. Keeps abreast of current technologies and technical developments in the industry and recommend further investigation or implementation to management as appropriate.
Minimum Education and Experience	0 - 1 year with Bachelor's Degree in Computer Science or other relevant major area of study.	2 - 4 years with Bachelor's Degree in Computer Science or other relevant major area of study. 0 - 2 years with MS	4 - 6 years with Bachelor's Degree in Computer Science or other relevant major area of study. 2 - 4 years with MS	6 - 8 years with Bachelor's Degree in Computer Science or other relevant major area of study. 4 - 6 years with MS	9 - 11 years with Bachelor's Degree in Computer Science or other relevant major area of study. 7 - 9 years with MS	11+ years with Bachelor's Degree in Computer Science or other relevant major area of study. 9+ years with MS 7+ years with PhD