

**UNITED STATES BANKRUPTCY COURT
DISTRICT OF NEW MEXICO**

Benchmark Job Title	Programmer Analyst	CL 27
Occupational Group	Professional Administrative	

Job Summary

This position is located in the United States Bankruptcy Court for the District of New Mexico. The Programmer Analyst is a key professional component of the Information Technology Department and will be responsible for the work related to designing, modifying, and adapting existing software applications. In particular, the person in this position will be working on the implementation of a new case management/e-filing system developed for the federal courts. The programmer analyst will work with operation staff in the court to help understand their needs and insure a smooth transition. The programmer analyst will also be coordinating this work with automation staff from the court's administrative office and other courts within the judiciary.

Representative Duties

- Write code to specifications. Document work. Develop custom reports. Perform routine testing.
- May assist with training information technology staff.
- Provide analysis and recommendations in user needs and software requirements to determine feasibility of design within time and cost constraints. Coordinate software system installation and monitor equipment functioning to ensure specifications are met. Provide analysis to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.
- Install new or revised releases of national systems.
- Prepare and maintain documentation of all locally-developed software used at the site.
- Design, modify, adapt, and enhance existing software to correct errors, allow adaptation to new hardware, or to improve performance of the software. Develop and perform software system testing and validation procedures and documentation.
- Confer with technical staff and end users to design software applications, including exchanging information on project limitation and capabilities, performance requirements, and interfaces. Consult with customers about software system design, enhancement, and maintenance. Provide end user support for applications supported. Serve as a liaison between peers and end users.

In addition, duties include working non-business hours on occasion. Physical effort will be involved in moving, connecting and troubleshooting equipment. Occasional, limited travel outside of Albuquerque may be required.

Factor 1 - Required Competencies (Knowledge, Skills, and Abilities)

Information Technology and Automation

- Knowledge of applicable programming languages, relational databases, and application design. Knowledge of computer systems and networks, including skill in determining causes of operating errors. Knowledge of court operations. Skill in generating or adapting programs, equipment and technology to serve user needs. Skill in writing computer programs for various purposes, including skill in writing program documentation.
- Skill in advising non-automation personnel in automation techniques and processes. Skill in analyzing court information technology needs, including evaluating software.

Judgment and Ethics

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements.
- Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction

- Ability to communicate effectively, both orally and in writing, to individuals and groups to provide information.
- Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.
- Skill in translating and documenting technical terms into non-technical language.

Factor 2 - Primary Job Focus and Scope

The primary focus of the job is to develop and document programs, from initiation to completion. They advise and make recommendations to senior management and end users on matters that take into consideration complex issues or multiple functional areas within the court unit. Under the direction of the IT Manager, the Programmer Analyst is responsible for modifying existing systems and/or designing and building new systems to meet the needs of the court unit. The work impacts the level of production and efficiency of how the work of the court unit is performed. The potential consequences in judgment include poorly designed systems that do not meet end users needs, create potential security breaches and/or perform poorly. This can result in decreased productivity and increased costs.

Factor 3 - Complexity and Decision Making

The job involves gathering and analyzing program information to determine and recommend the best course of action. Decisions are made based on thorough knowledge of the policies, practices, and guidelines related to the job. The IT Manager makes the ultimate decision regarding work direction while the programmer analysts develop options and recommend a course of action based on their experience and expertise in their particular subject area. May work independently in analyzing and resolving user issues.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are peers, senior management, chambers staff, court unit staff, and Administrative Office staff for the purpose of designing, modifying, and adapting software.

Factor 4B - Interactions with External Contacts

The primary external contacts are end users and vendors for the purpose of developing, designing, and modifying software.

Factor 5 - Work Environment and Physical Demands

Work is performed in an office setting. Some setup, lifting and movement of computer or other equipment may be required. Occasional travel within and outside the district may be required.