

CITY OF CHATTANOOGA

Classification Specification Title: Programmer 2

Department: Technology Services

Pay Grade GS.11

Supervision Received From: Dir. IT Security

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 6/29/07

**Revision Dates: 4/3/25;
10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for creating, maintaining, supporting and enhancing in-house and commercial software applications for the City of Chattanooga. Duties include performing advanced level programming work that has added complexity; interacting frequently with vendors and users and making modifications to existing applications. Work is performed with limited supervision.

SERIES LEVEL: The Programmer 2 is the second level of a four-level applications series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Serves as the lead on assigned projects related to software implementations which include participating in vendor selection and purchasing processes; coordinating the purchase of hardware and software; developing project timelines; monitoring programming tasks; coordinating resources; identifying and resolving problems; providing on-site support and performing other related activities.

Assesses user needs, designs and implements related applications or reconfigures applications from external vendors to accommodate user needs, to include reconciling database tables to location relational data relevant to reporting or application requirements; programming queries to extract data; organizing data in applicable formats; writing code to create reports automatically; training users on applications and performing other related activities.

Researches problems with applications; tests modifications and performs quality control activities and implements appropriate solutions.

Evaluates existing programs and implements modifications to ensure optimal performance levels.

Provides technical support to users which includes defining problems; establishing priorities; coordinating internal and external resources; tracking vendor progress; ensuring the resolution of problems and performing other related activities.

Prepares a variety of status reports regarding work activities.

Provides a wide variety of computer software support activities which includes configuring and customizing programs to meet user needs; manipulating programs to achieve expected results; fine-tuning programs to run more efficiently; removing outdated features; applying/testing patches and upgrades in test environments; implementing quality assurance procedures and performing other related activities.

Participates in/on a variety of meetings, committees and/or other related groups in order to receive and convey information.

Reviews business processes which include determining user needs; developing potential solutions; recommending solutions; assisting with the implementation of solutions and performing other related activities.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Vocational/Technical Degree with training emphasis in computer programming and two (2) years previous experience involving assessment and creation of computer programs; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Microsoft Certified Application Developer (MCAD) Certification; Microsoft NET Certification preferred.

SUPPLEMENTAL INFORMATION:

Knowledge of applicable computer programming languages; customer service principles; project coordination principles; database management principles and concepts and software design principles. Skill in providing customer service; using a computer and related software applications; creating, maintaining, supporting and enhancing software applications; programming software utilizing applicable programming languages; translating user requirements into software solutions; coordinating project activities; conducting business needs analysis; developing specifications; preparing reports; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up-to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.