AREA-WIDE RECORDS MANAGEMENT SYSTEM (ARMS) PROGRAMMER/ANALYST

JOB DESCRIPTION

Department:	Executive	**Division:**	Information Technology
Work Location:	Urbana City Building	**Percent Time:**	100%
Job Type:	Civil Service	**FLSA Status:**	Exempt
Reports To:	Information Technology Director	**Union:**	Non-Union

JOB SUMMARY

The ARMS Programmer/Analyst supports a custom-built police Records Management System (RMS) near the end of its life. In the next few years, the City expects to replace it by purchasing a new system; the incumbent will be an essential part of that replacement.

This position requires advanced knowledge of a wide range of information technology methods and procedures, including those regarding systems life cycles and systems application development. This knowledge permits the employee to plan and carry out a variety of assignments, modify standard practices, solve diverse software and hardware problems and adapt precedents to accommodate specialized requirements and meet a wide variety of business objectives. This might include:

- Developing plans and specifications for a new multipurpose application
- Troubleshooting software design and implementation problems
- Evaluating the effectiveness of data security systems, procedures, and methods
- Designing relational databases, and developing and creating data dictionaries

Because of the sensitivity of the data involved, a background check will be conducted prior to hiring.

ESSENTIAL FUNCTIONS

Current system responsibilities:

- Creates new and modifies existing computer programs in the IBM Power Systems Native Environment using RPG, Control Language, Java, JavaScript, SQL, and HTML employing structured programming techniques.

- Maintains the ARMS database, including supervision of backups and monitoring logs. Responsible for integrity, verification and administration of data elements and providing secure access to users as needed.

- Creates and assists users in the creation of custom queries using IBM DB2 WebQuery

- Problem resolution for software issues

- Researches requests for new changes, in partnership with the Information Technology Director and the ARMS user group, using standard data analysis and structured design techniques.

- Creates and maintains system, program, and user documentation.

- Create and maintain SQL views of the data files for the Data Warehouse.

Future system responsibilities:

- Report creation, including teaching agency users to create their own reports.

- Data conversion from old system, including testing and verification of converted data.

- Designing and implementing a data management strategy for the new system.

Ongoing responsibilities across both systems:

- Security setup of users, as defined in collaboration with the member agencies.

- Acts as one-person Help Desk who users contact for assistance, bugs, and security issues. (Police agencies have a decentralized ability to unlock their own users and reset passwords.)

- Assists trainers at the member agencies in the adoption of new programs and enhancements to existing programs.

- Provides status reports as directed by the Information Technology Director and quarterly statuses to the ARMS User Group and ARMS Policy Board.

- Performs other duties as assigned.

JOB REQUIREMENTS

Knowledge & Experience

- Knowledge, skills, and abilities typically acquired through:
    - Completion of an Associate's degree in an IT-related field and four (4) years of work experience in programming and operation computers, program analysis and development or related comparable education and experience; **or**
    - Bachelor's degree in an IT-related field and two (2) related years of comparable experience; **or**
    - Equivalent experience and education that would likely provide the relevant knowledge and abilities.
- Knowledge of structured computer programming and queries, file maintenance procedures and relational database design.

Knowledge of and/or ability to learn:

- IBM Power Systems communication protocols utilizing TCP/IP.
- Efficient operation and control of the IBM Power Systems computer.

Skills:

- Effectively communicate verbally and in writing with users and management in a variety of levels including: preparing large group presentations, leading small group discussions, creation of formal report status, effective memo writing and one- on-one discussions.
- Attention to detail.
- A high degree of professionalism and integrity.
- Excellent judgment and decision-making ability.
- Strong organization and project planning skills.

Ability to:

- Maintain strict confidentiality.
- Independently and proactively, communicate and collaborate with external and internal customers to understand information needs and to define concepts and functional requirements, establishing and maintaining effective working relationships with individuals at a variety of levels within the City and other organizations.
- Understand users' needs and then use tools to create technology solutions to meet them through techniques such as user interviews, program reviews and problem analysis.
- Provide guidance, assistance, and/or interpretation to others in the resolution of problems or in the use of new software/hardware to assist users in maximizing productivity gains from technology.
- Exercise appropriate care in working on systems, which, if mishandled, could cause substantial delays or loss of service to the public.
- Create written instructions for use of the system. Provide training in one-on-one or group settings.
- Demonstrate the ability to give full attention to others, taking time to understand the points being made and asking questions as appropriate.
- Accept criticism and calmly and effectively handle highly stressful situations.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Work independently in the absence of supervision.
- Work under high-pressure situations generated by equipment malfunctions, deadlines, and workload.

Preferred Attributes

- Knowledge and/or experience designing and writing code for the compilation of computer programs, screens, menus and Control Language procedures on IBM Power Systems platform using RPG, Control Language, Java, JavaScript, SQL, HTML, and IBM utility software.

Special Requirements

- Valid Illinois driver's license.
- Must obtain LEADS user certification within five (5) days of hire; must maintain certifications. LEADS is the Law Enforcement Agency Data System, and user certification is performed by Urbana Police submitting an application and the ARMS Programmer/Analyst completing training.

- Must successfully pass a criminal background check.

RESPONSIBLE FOR:

- Administering and maintaining ARMS to minimize downtime. Because ARMS is in use by Police agencies 24 hours/day, must be on call for support at all times.
- Helping member agencies improve their operations through technology and stay compliant with security and reporting requirements.

SUPERVISORY GUIDANCE RECEIVED/GIVEN

- No supervisory responsibility.
- Work requests generally are received from users. Prioritizes among the many requests in coordination with the ARMS User Group.
- Reports to the Information Technology Director who provides a general outline of work in terms of objectives rather than methods, because ARMS Programmer has considerable discretion and independent judgment in deciding how to perform the work assigned.

CONTACTS: INTERNAL/EXTERNAL

- Regular contact with members of ARMS User Group and ARMS Policy Board to report programming status.
- Regular contact with users for program design, testing, implementation and training.
- Periodic contact with industry representatives to obtain current state-of-the-art knowledge to monitor performance of current hardware and software.
- Periodic contact with state and federal representatives as part of security audits or functional needs.
- Participation and membership in various committees, user groups, and standing meetings with other information services and data processing organizations and individuals as well as other governmental bodies as directed.

WORK ENVIRONMENT

- Standard office setting.
- Occasional travel within Champaign County to various user agencies that are participating in the A.R.M.S project, as well as travel required for periodic training and conference attendance.
- Forty-hour workweek schedule, but system issues can happen at any time – and must be addressed as promptly as possible, with their severity as part of the decision-making process.

Job Dimensions
- Work impact and effects: Work products or services directly impact the well-being of large numbers of individuals, both internal and external to the City. Typically, the work is complex and may involve addressing conventional problems or situations with established methods, or resolving critical problems or developing new processes or models to address specific problems. Improperly performed work and/or equipment or software failures produce errors and delays that

affect the operations and/or reputations of the City and/or external agencies. Improperly performed work and/or equipment or software failures may be remedied in the short to medium-term, but at very substantial cost of time and resources. The scope of improperly performed work and/or equipment or software failure is system-wide, and the nature of the activity requires that emergency repairs be performed.

- Interactions with others are somewhat unstructured. The purpose is generally to obtain or provide information, or to control situations and resolve problems. Interactions may be with individuals or groups internally within the City or with external stakeholders, may be moderately unstructured, and may involve persons who hold differing goals and objectives. Interactions at this level require considerable interpersonal skills to communicate information to individuals or groups, and to solve complex technical problems.

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History:
- General revision approved by the Urbana Civil Service Commission: 9/25/2013
- General revision: 11/1995

For HR/Finance Use

Title Code	Pay Grade
EEO Category 2– Professional	**LVL**