

Red Shield Insurance Company

Job Description

Job Title: Programmer Analyst
Department: Information Technology
Reports To: IT Manager
Date: January 2019

Company Mission Statement

All employees are expected to leverage Knowledge, Commitment, Reliability and Service to build industry-leading relationships with our agents and brokers while generating profit for the company. We accomplish this goal by:

- Delivering timely, accurate and personalized service which exceeds industry standards
- Using industry knowledge to protect results and to help our agents and brokers gain valuable insights with their customers
- Leveraging local presence and personal knowledge of our agents and brokers to support mutual growth and profit

SUMMARY

A member of a team of technical and business individuals responsible for designing and building computer based business solutions. Specifically, the analyst will work with end users to create, design and program iSeries, RPG applications.

Essential Functions / Major Responsibilities:

- Design, program, debug and competently implement programs per a specification in RPG and CL on an IBM iSeries
- Monitor server statistics for over utilization in processes. Recommend and implement appropriate changes
- Contribute to the team project development process
- Analyze, evaluate or troubleshoot technical system operations and recommend corrective actions and improvements to resolve problems

Secondary Functions:

- Technical design of new applications by creating / modifying in HTML or Java
- Participate in defining / explaining new program concepts
- Learn about repetitive RPG routines and avoid replication where possible.
- Other duties as assigned

Job Scope:

Position operates within established and well known procedures and guidelines. Most work is of a recurring nature with occasional variations from the norm, creating a moderate degree of complexity in the job. Incumbent must be able to assess the situation and make a decision within their authority when these situations arise. Must be able to work independently with minimal supervision and meet deadlines. Must be able to maintain confidentiality on sensitive issues. All work must be performed with a high degree of accuracy. Errors can create complications and/or delays in processing and have a negative impact on the company image with our customers.

Supervisory Responsibility:

- None

Interpersonal Contacts:

Internal contacts will occur with all users to clarify the user requests for programming and iSeries & PC support ranging from clerical up to top management. External contacts include assisting contractors and/or service providers to fulfill required tasks. Individual must be respectful of others at all times and display a demeanor that is welcoming, polite and courteous.

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Specific Job Skills:

- Knowledge necessary to solely create a new RPG program for a proprietary system.
- Estimate time required to construct a program.
- Ability to read & interpret existing RPG programs.
- Embrace program & field naming conventions in new programs.
- Comprehend inter dependencies between programs and systems
- Must be able to identify each component in an application
- Ability to implement new systems that could be in the form of a program or third party software
- Organized and able to work independently or in groups within defined authority, manage workflow, utilize good judgment, meet deadlines, take initiative to address identified needs and make independent decisions
- Ability to read, write and orally communicate in English, clearly and concisely with use of good grammar.
- Ability to instruct/collaborate with others on program development.
- Ability to comprehend and retain our business knowledge from experiences
- Strong interpersonal and customer service skills. Able to develop and maintain effective working relationships with other employees, computer users, contractors and vendors.
- Respect confidentiality of personally identifiable information
- Must be honest, reliable and on time to work

Physical abilities would include:

- Lift a minimum of 15 lbs
- Ability to crawl in tight spaces and climb on surfaces
- Ability to disassemble electronic equipment, safely connect electrical plugs, handle small screws and utilize screwdrivers, pliers, wrenches, etc.
- Sit for extended periods of time
- Type
- View a monitor for long periods of time

Minimum Education and/or Experience Required:

- 2 year Associates degree, and
- 3 years experience with RPG programming and iSeries administration.
- An equivalent combination of education and experience will also be considered
- Preference will be given to candidates with experience working in the insurance industry

Job Conditions:

- Work environment is a business office
- Programming requires continuous hours of working behind a PC in an office setting.
- Must be able to use standard office equipment (i.e. copy machine, phone, fax, calculator, etc.)
- Must be able to work over-time as necessitated by demands of the position

This organization believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the individual or the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.