



Job Description

PCN (s)	08-X076
JOB TITLE	SYSTEMS PROGRAMMER
LOCATION	ANCHORAGE
RANGE	18/20/22 FLEX
REPORTS TO	INFORMATION SYSTEMS DIRECTOR 08-0401
FLSA EXEMPT	YES
REVIEWED BY (NAME AND DATE)	TERENCE CATO JULY 2019
APPROVED BY (NAME AND DATE)	LINDA SENN JULY 2019
EFFECTIVE DATE	JULY 11, 2019

POSITION PURPOSE:

This position is responsible for maintaining and managing the network and computer systems for the Alaska Industrial Development and Export Authority (AIDEA) and the Alaska Energy Authority (AEA). The duties include, but are not limited to, general maintenance of office computers, servers and databases. This position is responsible for ensuring the security and stability of the organization's information technology infrastructure.

ESSENTIAL FUNCTIONS:

Monitor and Administer Network (50%)

- Helpdesk: Oversees information system management, email server administration and management, network security, CISCO phone support and management, communications management, network backbone management, and server and workstation administration and management.
- Manages contractor's use of AIDEA and AEA technologies.

Database/Programming Management (25%)

- Directs database security, management and programming for Microsoft Dynamic Navision, programming support for remote monitoring and various other AEA MIS systems.
- Directs remote and local backup management and support, system programming, hardware programming, programming Access databases, file-maker database programming and support.
- ArcGIS server and design
- Coordinates email routing, programming and support.

Hardware Management (10%)

- Selects and oversees installation of hardware for the network backbone, Cisco routers & switches, Cisco phones, copier, personal computers, printers, scanners and all other AIDEA and AEA hardware and software.

IIS Management (5%)

- Coordinates IIS & IIS application management and support, IIS application programming, IIS infrastructure design, IIS database support, remote management support, IIS website support

and management requests. SharePoint site development, implementation, administration and management.

Contractor Management (1%)

- Maintains a constant relationship with AIDEA and AEA contractors who rely upon access to the IT system.
- Manages connections to the system.
- Supervises contractor activities on the MIS system, contractor installation and changes to the MIS databases and infrastructure, and the contractor-based Telco hardware installations.

Other (9%)

- Conducts staff training and workstation support, security support, troubleshooting application support, LAN / WAN / MAN & internet support.
- Other duties as assigned.

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

While performing the duties of this job, the employee is frequently required to sit; use hands or fingers; handle or feel; talk and hear. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

TECHNOLOGY, EQUIPMENT, SYSTEMS, AND TOOLS

Requires basic skills in MS Dynamic NAV development, MS Visual Studio .Net 4.x, SharePoint 2010 or greater, MS SQL 2008 or greater, web development, script writing, database development, and advanced Windows Server 2008r2 – 2012.

CRITICAL KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Microsoft Operating Systems and Platforms, Windows Server Data Center 2012, Hyper V, Windows 2012 Data Center Hyper V Cluster, Server 2008r2, SQL 2012, MS Dynamics NAV, SharePoint 2012, Exchange 2013, SQL 2012, SharePoint 2013, Microsoft Dynamic NAV
- Knowledge of Dell Power Edge Servers, Power Vault i2000 – i4000, computer hardware/software installation, operation, maintenance, repair and troubleshooting
- Ability to interpret data, analyze results using statistical techniques and provide ongoing reports
- Ability to develop and implement data collection systems and other strategies that optimize statistical efficiency and data quality
- Ability to acquire data from primary or secondary data sources and maintain databases/data systems
- Ability to filter and “clean” data, and review computer reports, printouts, and performance indicators to locate and correct code problems
- Ability to work closely with management to prioritize business and information needs
- Ability to locate and define new process improvement opportunities
- Knowledge and technical expertise regarding data models, database design development, data mining and segmentation techniques
- Strong knowledge of and experience with reporting packages (Business Objects etc.), databases (SQL etc.), programming (XML, Java script, or ETL frameworks)
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
- Ability to work independently and manage multiple tasks under pressure.

DESIRED QUALIFICATIONS:

Bachelor's degree in MIS, Computer Science, or closely related field along with two - five years of experience in programming, technical computer support, data processing, ArcGIS, systems analysis, and/or web development. The following certification are preferred: MCSE, CCNP, CCNA + voice. Additional years of applicable experience may be substituted for the degree.

DISTINGUISHING CHARACTERISTICS (FLEX POSITION ONLY):

Range 18:

- Server administration Including Backups, account setup, Active Directory support,
- CISCO phone support
- Administers support for remote and local backup
- Installation of AIDEA hardware such as Cisco phones, copiers, personal computers and printers
- SharePoint design
- Workstation support / Help Desk support
- Webserver and web development support
- Backup Administrator for Backup Exec, Quest / Dell Appasure, SQL Backups, SP backups, server & application
- ArcGIS Development and Support
- ArcGIS Server support
- Server Internet Management Support
- App support Jet Reports, Jet Enterprise, MS Dynamics NAV (365), Office 365 / Office 201X,
- MS .Net and DNN website administration and website design
- MS Server and Workstation updates
- File Maker server
- CRM server account support
- MS Data Center Cluster Hyper V

Range 20:

- Advanced server management
- Advanced Dell PowerEdge server support
- Advanced Dell storage support (EqualLogic, NAS, DAS and SAN devices)
- Windows Server 2012 Hyper V management
- Windows Server 2012 cluster administration
- Works more independently with less supervision.
- Advanced SharePoint Administration and Development
- Programming support for remote monitoring
- CISCO Call Manager (CCME) support and management
- SQL database provisioning, security and administration
- Manages SharePoint, SQL and enterprise backup solutions
- Installs Cisco products including routers and switches
- Deploys and administrators Cisco CCME systems
- Provides support for web based remote applications
- Maintains relationship with contractors / vendors and gives support
- Range 20 will maintain the skill set found under Range 18

Range 22:

- This range is the full proficiency level in this series.
- Manages and develops Microsoft Dynamic Navision
- Windows clustered server and Hyper V architect
- Database development and administration
- Advanced Dell and other hardware programming
- Programming SharePoint implementations
- Selects and oversees installation of hardware for network back bone.

- Coordinates IIS programming applications & management
- Supervises and directs contractor
- Working as a Lead Developer using Dynamics Nav / Navision / Navision 2013
 - a. Able to make modifications to Dynamics Nav / Navision
 - b. Able to program with C-Side and C/AL
 - c. Able to work with SQL Server
- Four years Knowledge of and experience in the following areas is advantageous:
 - a. Microsoft Dynamics NAV:
 - i. C/SIDE
 - ii. RTC
 - iii. RDLC
 - b. Microsoft SQL Server:
 - i. Administration
 - ii. Performance Tuning
 - c. Microsoft SQL Server Reporting Services
 - d. .NET
 - e. ODATA
 - f. Web Development
 - g. Software Version Control and Release Management

The Range 18 deploys all technologies in strict accordance with the company's agreed standards and within project management frameworks at all times. The Range 18 also adopts the AIDEA and AEA implementation methodology framework and applies it to all projects. The Range 18 evaluates PC-based applications and software for AIDEA and AEA users and desktop processes that would benefit both the user and AIDEA and AEA staff.

The Range 20 will work in partnership with staff and colleagues, to assist with advice and deliver business solutions. The Range 20 may also take ownership of desktop, SharePoint and Network based solutions to make sure they are appropriate and technically viable. The Range 20 assists with major upgrades & manages NAV modules, whereas the Range 22 develops and manages NAV upgrades. The Range 20 may take the lead on projects but not necessarily enterprise upgrades.

The Range 22 is the point person and fully takes control of Enterprise NAV and Enterprise Server & Hyper V implementation. The Range 22 position takes ownership of the development and delivery of all technical advanced server and application deliverables. The more technical position will be required to provide in depth technical design and support, as well as demonstrating innovative approaches to generate complex web based solutions within time and quality objectives.