



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** Programmer Analyst  
**DEPARTMENT:** Information Technology  
**DATE POSTED:** 1/11/2019  
**CLOSING DATE:** Until Filled  
**FLSA CLASS:** Exempt  
**SALARY RANGE:** PAY Grade G 28  
\$57,990 - \$71,320 (Annually)  
\$27.88 - \$34.29 (Hourly)

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## SUMMARY

Reporting to the Director of Information Technology, the Programmer Analyst is responsible for developing, documenting, and supporting standardized and/or customized reports and applications from a sequel server database. This position will collaborate with end-users to gather report and systems requirements and ensure proper testing/validation. Additionally, this position will assess the needs of clients and/or management in order to develop customized reports and applications from a database, and generate reports in a database or other report writer programs and exports them into Crystal Reports, ASP.net, Microsoft Excel, Adobe Acrobat, and/or other applications. The programmer/Analyst will also support the day to day operations of the computer applications for user departments. The Programmer/Analyst will also ensure that all information is appropriately encrypted, and distribute generated reports in a timely manner to management.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Works directly with managers and end users in designing custom applications and reports.
- Documents application and report creation and maintenance procedures.
- Helps troubleshoot normal issues.
- Develops and disseminates reports to monitor daily business activity using Crystal Reports, ASP.NET and SQL query language.
- Validates and updates existing reports, create and run new reports as needed or requested, and analyze data to obtain and publish daily/monthly statistics relative to agency goals, objectives, and results achieved by individuals and teams within various departments.
- Works with management to identify opportunities for efficiencies and improvements, develop ad hoc reports to analyze trends and the costs and benefits of proposed system and process enhancements.
- Performs other duties as assigned.

## BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

*Problem Solving:* Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

*Interpersonal Skills:* Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

*Teamwork:* Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

*Professionalism:* Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### *Job Competencies*

The Programmer/Analyst must have excellent communication skills, and must also demonstrate ability to work independently and to step into a new environment and ramp up quickly. Specific job qualifications include:

1. Demonstrated ability to build and maintain complex Crystal Reports, ASP.net applications, including sub-reports, formulas, and embedding fields within text, and scheduling reports through Crystal Enterprise, SQL Server 2008 R2 and above databases. An understanding of shared variables is beneficial.
2. Ability to use MS Excel 2013 and above, to perform data analysis. This includes querying external relational databases, creating pivot tables, filtering/sorting, data, etc.
3. Demonstrated experience analyzing data to support business decisions.
4. Experience working directly with/for business users.

### *Education and/or Experience*

Possession of a Bachelor's degree from an accredited college or university in computer science, business administration, or a related field; and 3-5 years of experience creating ASP.NET applications and creating Crystal Reports. At least 2 years of experience must be with Crystal Reports version 10 or above.

***Technical Skills***

Required knowledge and skills with:

- Crystal Reports
- MS Query Analyzer
- SQL Server 2008 R2 and above
- ASP.NET programming language
- MS Excel 2013 and above

**PHYSICAL DEMANDS**

The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities include close vision, peripheral vision, depth perception and the ability to adjust focus.

**EEO POLICY STATEMENT**

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.

