

## **MIS Programmer/Analyst**

### Job Description

- Serve as chief computer operator/programmer for Recovery Link, INC
- Work closely with the Information Systems Manager to implement database, networking, and other communications plans.
- Design and generate reports from CLDB regarding CL trends and performance.
- Implement, maintain, and upgrade Community Link & Recovery Link's MIS.
- Work with MIS vendors, contractors, and others to ensure timely and effective completion of plans.

#### **Job Description for a Programmer/Analyst Position:**

1. Respond to requests for technical assistance in person, via phone and electronically.
2. Assist staff with the installation, configuration and ongoing usability of desktop and laptop computers, peripheral equipment and software.
3. Diagnose and resolve technical hardware and software issues
4. Track and route problems and requests and document resolutions via support tickets
5. Work with vendor support contacts to resolve technical problems with desktop computing equipment and software.
6. Develop new applications from beginning to end
7. Maintain existing applications
8. Innovate data visualization and presentation techniques
9. Create code that meets system standards
10. Analyze methods to efficiently address software system requirements
11. Special projects, as needed

#### **Required Skills**

1. Ability to apply technical standards, principles, theories and techniques
2. Experience with programming languages such as .NET, C#, C++,
3. Database systems experience with SQL Server, Oracle
4. Possesses problem solving capabilities
5. Excellent verbal and written communication skills

#### **Education Requirements**

1. Minimum 2 year prior programming & IT experience.
2. Minimum Education: Bachelor's degree in Computer Science or a related field