

**UNITED STATES BANKRUPTCY COURT  
SOUTHERN DISTRICT OF CALIFORNIA**

<b>Job Title:</b>	<b>Programmer Analyst</b>	<b>CL- 29</b>
<b>Occupational Group:</b>	<b>Professional Administrative</b>	

**Job Summary**  
 The Programmer Analyst position is located on the Information Systems Team of the U.S. Bankruptcy Court Clerk’s Office. The position provides technical support and process evaluation and improvement to the staff and operations of the Bankruptcy Court. The incumbent reports to and assists the Information Systems Manager in the design and implementation of automated information management. These systems include electronic case files which are central to the Clerk of Courts.

- Representative Duties**
- Designs, programs and maintains custom systems features to meet court automation and information management needs. This includes carrying out long-term projects, as well as researching and projecting future automation needs and solutions.
  - Predicts and pro-actively addresses potential automation systems failures.
  - Makes adaptations to national systems or planning for, developing or acquiring specific systems for the U.S. Bankruptcy Court. Installs or assists in the installation of new or revised releases of national systems.
  - Evaluate, design and automate previously-manual tasks and processes of the court.
  - Assists in leading other automation staff (local, other courts or national) during development of new systems. Maintains contacts with other court automation personnel at different locations and levels for the purpose of staying knowledgeable of development, techniques, and user programs.
  - Designs, implements and maintains primary court information links between staff, court units, customers and agencies via network Internet and Intranet connections. Facilitates exchange of data, images and business transactions between the court and its customers via court wide network and the Internet.
  - Develops short and long-range automation enhancements without disruption to the court’s primary judicial and administrative activities and court customers.
  - Serves as technical and procedural consultant on short-term commissioned teams of court operations staff for the purpose of evaluating and improving court processes.
  - Monitors and maintains stored and archived data and images using network storage devices
  - Coordinates with court staff (judges, chambers, operations, administrative services and management) and other court units (US District, US Probation, US Pretrial Services) and the Administrative Office of the US Courts. Interacts with technical staff of other courts, the Office of the Circuit Executive, the Administrative Office and Vendors.
  - Collaborates and consults with Systems Team members on their technical assignments and provides relief coverage in their absence.
  - Researches, learns and develops technical knowledge and proficiency on new projects, newly acquired or developed systems and unfamiliar tasks. Keeps abreast of new technologies and become proficient in their use, either by formal or self-training, as required. In addition, the incumbent keeps up with current technical news by following trade magazines, internet sites, etc. These technologies include software languages, techniques, database management languages, application program interfaces (APIs), Internet protocols, operating systems, etc.
  - Interacts with non-technical users to understand and determine their administrative and legal needs, and whether they can be addressed through automation. Inquires, researches and analyzes difficulties encountered by users and determines problem source and potential solutions.
  - Recognizes new automation needs and will perform an in-depth requirement and benefit

analysis of systems which are candidates for automation, or of existing systems which need improvement.

- Prepares and maintains technical and user documentation of locally-developed software used by the court.
- Assists in evaluation, and procurement of equipment, software, services and automation training.
- Assists in the development of budget justifications for court software, tool sets, and upgrades.
- Experience with Web Services Architectures (REST, SOAP, SOA)
- Experience with JavaServer Faces
- The successful candidate must also demonstrate the ability to handle multiple projects and tasks at one time, present a professional demeanor, possess strong office and organizational skills, possess excellent oral and written communication skills, and must be able to work in a team environment.
- Solid working knowledge of Red Hat Linux operating system and the Informix RDBMS including shell operations/scripting.
- Significant experience with modern HTML, CSS, and JavaScript.
- Strong experience with a PHP (or equivalent web programming language) web framework.
- Strong experience with relational database systems, including MySQL, with the ability of writing and evaluating SQL queries for data mining and evaluation purposes.
- Responsible for managing full-stack web and desktop application development
- Create applications from scratch, along with supporting the court's public and intranet websites.
- Responsible experience designing, implementing, or maintaining computer systems that included the completion of computer project assignments involving system analysis, computer programming, systems integration, and project management.
- Other duties as assigned.

#### **Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)**

##### **Information Technology**

- Thorough knowledge of the functions, processes, and methods of the court to better recommend to management how systems may be developed to automate tasks and projects. Thorough skills and knowledge of programming languages and databases. Thorough knowledge of software development, including the ability to customize existing software to local needs as well as develop new software applications.
- Ability to analyze problems and implement automated solutions independently, without support from technical staff.
- Ability to communicate effectively with both technical and non-technical staff, technical consultants and customers.
- Skill in training nonautomation staff in automation techniques and processes.
- Demonstrated ability to implement, operate, and continually document data automation systems.
- Demonstrated ability to analyze, design and carry out complex automation projects.

##### **Court Operations**

- Knowledge of the functions and procedures of the court unit.

##### **Judgment and Ethics**

- Knowledge of and compliance with the Code of Conduct for Judicial Employees and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

##### **Written and Oral Communications**

- Ability to communicate effectively (orally and in writing) with individuals and groups to provide

technical information to end users in a manner that they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

**Human Resources**

- Skill in mentoring and training employees with varying educational backgrounds and aptitudes.

**Budget, Finance and Procurement**

- Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls.

**Factor 2 – Primary Job Focus and Scope**

The routine work of the court is dependent on its automated systems, which involve the interaction of both hardware and software. The incumbent's work will be an integral part of all major court processes, both locally and nation-wide. Proper functioning of automated systems ensures the timeliness and accuracy of actions in all segments of the court unit when the systems are operating.

The incumbent's action keeps the systems operating with a minimum of disruption. System failure may result in delay of bankruptcy case administration and court proceedings and possible irretrievable loss of court records and information. The incumbent maintains existing systems and designs new systems to improve productivity within the court.

The incumbent's work affects the court as a whole and allows the court family to perform their duties and responsibilities in keeping with the Court's overall mission which is public service. Must demonstrate proactive and responsive customer service skills, also the ability to meet established deadlines and commitments. Routine maintenance of all automated equipment operating efficiently and effectively contributes to the overall productivity of the court. Attention to detail regarding security issues and virus protection are essential. Incumbent's actions keep the system operating with a minimum of disruption.

The incumbent is supervised by the Information Systems Manager. The incumbent has wide latitude to plan and perform the work and has great discretion in researching, analyzing, developing and implementing programs. Most assignments require collaboration with court staff in defining the scope of the work, and the procedural steps to completion. General programming advice on a particular project may also be obtained from programming personnel within this and other court units. Overall, the incumbent must rely on personal knowledge and abilities to solve systems related problems. With today's fast-paced technological changes, the incumbent is required to enhance programming skills by participating in training courses or studying technical material as available.

**Factor 3 – Complexity and Decision Making**

The systems and equipment are varied, with many features or parts that can fail. Often both are integrated to perform functions over and above those for which they were originally installed. The court's automated systems are highly complex and have been interconnected in that systems and processes from one rely on processes and output from others.

The incumbent must have a broad range of programming knowledge and experience to maintain, enhance, and further develop existing software systems within these constraints. Writing computer applications for court processes is not linear or straightforward, and documentation may be lacking or have gaps in the logic.

The incumbent must be able to trace the cause of a software problem. The incumbent must consider efficiency and effectiveness of various automation alternatives with little or no disruption to the operating systems.

The incumbent must make fast decisions and quickly implement corrective measures.

The incumbent must also make well-analyzed long-term and short-term decisions. Technology is fast-paced, and the incumbent must remain current in the field in order to design programs that make the best use of current hardware and software technology. To effectively develop software solutions, the incumbent must extract useful information from users with limited technical knowledge who may have difficulty expressing their needs.

The incumbent must be able to communicate effectively with users to define problems and develop effective software solutions. The analysis of organizational needs requires the understanding of a wide variety of complex legal, operational and administrative processes

**Factor 4A – Interactions with Judiciary Contacts**

The primary judiciary contacts are peers, senior management, Judges and chambers staff, court unit staff, and Administrative Office staff for the purpose of leading and coordinating information technology staff and managing information technology projects.

**Factor 4B – Interactions with External Contacts**

External contacts are end users, including attorneys and trustees, and vendors for the purpose of developing, designing, and modifying supported applications.

**Factor 5 – Work Environment and Physical Demands**

Work is primarily performed in an office environment. Incumbent may occasionally perform a wide variety of physical movements in the installation of hardware and peripheral equipment, which may include lifting and carrying up to 50 lbs, extended sitting and repetitive movement. The incumbent may be required to occasionally work during non-business hours.