QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY

Department: Equity Office

Position Title: Programmer/ Developer

Position Number: 00500932 **Grade:** 8

The Equity and Human Rights Offices value inclusive and diverse environments. It is critical that staff are able to adapt to a quickly evolving and flexible work environment that promotes diversity and equity. Staff must be receptive to diverse thoughts and alternative perspectives and incorporate them into their work.

Position Summary:

Reporting to the Director and taking work direction and guidance from the Coordinator, Data Management and Administration, the Programmer/Developer leads the development, implementation, and maintenance of automated solutions to promote participation and reporting; enables increased efficiency and access to related data in order for Equity and Human Rights Office staff to better meet the needs of numerous and varied constituencies; designs and writes new programs and systems from simple to complex, as well as modifies and enhances existing programs or systems (this will include development, coding, debugging, and testing); consults and works collaboratively with ITS to aid in the development of automated equity monitoring and reporting; manages the Equity and Human Rights Office websites; carries out programming and administrative duties related to security of data systems and online functionality and performs other duties as required.

Primary Duties and Responsibilities:

- In consultation with the Equity and Human Rights Office staff, designs and maintains departmental web site as appropriate, including determining layout, content, and links.
- Maintain current Equity and Human Rights Offices online training or survey tools: Sexual Harassment Training Module, First Response Training Module, Employment Equity Training, Customer Service Training (CST), I Count Equity Census, Exit Survey, Human Rights 101 Training, Integrated Standards Training, and Training for Educators.
- Maintain current Equity and Human Rights Office applications: HRO Case Ap, Employment Equity Training Application (ET – App), The ICOUNT Census Application, The Faculty Applicant Database Application (FAD), the Exit Survey (XAdmin), CST Application, HRO 101 Application, Educators application and Standards application (Admin side).
- In consultation with the Data Coordinator, assist with the Equity Data Warehouse and the Workplace Equity Information Management System (WEIMS).
- Develop an online application and reporting process for the Diversity and Equity Assessment and Planning (DEAP) Tool.

- Develop an online application and reporting process for the Renewal, Tenure, Promotion and Continuing (RTPC) Forms Process, RTPC Application (Admin side).
- Assume responsibility for planning and execution of specific projects to improve operating efficiency and effectiveness of equity and human rights monitoring, reporting and analysis.
- Design and write new programs/ systems from simple to complex as delegated.
- Modify and enhance existing programs/ systems. Ensure that needs and standards are met to user's satisfaction.
- Ensure accuracy of electronic data.
- Develop written policy and procedure manuals for electronic processes in order to maximize efficiency and productivity. This involves periodic review of current procedures and endorsing change where necessary to improve the flow and quality of work.
- Work effectively as part of a team with co-workers within the Equity and Human Rights Offices, students, staff and faculty, as well as visitors to the University.
- Research, plan, develop and implement various electronic communication tools and procedures for use in disseminating equity information.
- Install software upgrades and help facilitate staff's transition.
- Serve as departmental computing representative.

Required Qualifications:

- Undergraduate degree in Computer Science, Computing or a related field combined with relevant experience.
- Experience working with confidential data and knowledge in the area of advanced security.
- Five years of experience in web development. Certification and/or thorough knowledge of current web-based technologies (e.g. html, java, php/mysql).
- Demonstrated experience and creativity in all aspects of web design, application development and maintenance.
- Demonstrated ability to work inclusively with a diverse workforce.
- Certification and/or equivalent experience in application and data system development.
- Demonstrated problem solving, time management, technical skills and the ability to acquire new related skills.
- Ability to actively seek and integrate diverse thoughts and perspectives in order to develop more optimal plans and solutions.
- Experience in a university environment would be an asset.
- Consideration will be given to an equivalent combination of education and experience.

Special Skills:

- Ability to write clearly and communicate effectively
- Demonstrated analytical, research and problem solving skills
- Ability to work independently and as part of a team, with minimum supervision
- Judgement, tact and foresight in order to predict trends, problems, and opportunities
- Strong organizational and time-management skills
- Ability to meet strict deadlines

Decision Making:

- Chooses the appropriate web standards and technologies to ensure that the online equity web site and web applications are current and effective.
- Determines and recommends content and design of departmental website in consultation with Equity and Human Rights Office staff.
- Determines content for policy and procedures manuals.
- Recommends electronic communication tools and procedures.
- Determines appropriate problem-solving procedures and decides how to best rectify the problem.
- Decides when it is appropriate to act on own initiative and when to consult with Equity and Human Rights Office staff.
- Determines enhancements required for monitoring and reporting process.
- Schedules and prioritizes work in order to meet expectations and conflicting deadlines.

Incumbent	Date
Supervisor	Date
Department Head	Date