**DUTY STATEMENT**

**DEPARTMENT OF JUSTICE**

**CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION**

**TECHNOLOGY SUPPORT BUREAU**

**STRATEGIC TRANSPORT & TECHNOLOGY SERVICES BRANCH**

**CLETS SUPPORT SERVICES SECTION**

**CJIS CONTROL UNIT**

**JOB TITLE:** Information Technology Specialist II (ITS II)

**POSITION NUMBER:** 420-861-1414-XXX

**INCUMBENT:**  Vacant

**PRIMARY DOMAIN(S):** System Engineering: The development and maintenance of systems discovery and optimizing, maintaining performance and functionality of a defined system.

**STATEMENT OF DUTIES:** Under the general supervision of the Information Technology Supervisor II (ITSup II), the incumbent works as a mastery level technical specialist working both independently and as a team leader on the most complex systems software projects related to several Department of Justice (DOJ) Information Technology systems of varying priorities, including mission-critical applications and infrastructure. The incumbent is responsible for independently designing, modifying, planning, installing, configuring, leading, and evaluating the largest and most complex Java Enterprise Edition (JEE), and WebSphere application server systems. The incumbent acts as the Application Server Administrator and team leader for the most complex Java enterprise infrastructure and deployments, including applications related to Law Enforcement Agency Web (LEAWEB), California Justice Information Services (CJIS), California Sex and Arson Registry (CSAR), Firearms, and Forensics. The incumbent designs the most complex infrastructure, including advanced clustering, connection pooling, and efficient system resource usage. The incumbent provides expert consultation on the design and implantation of Java-based applications. Provides advanced troubleshooting of the most complex issues under high pressure with low tolerance for outages. Acts as a consultant to technical web and Java developers in improving the most complex designs and troubleshooting the most complex application and infrastructure problems. At the mastery level, the incumbent leads and actively participates in the most complex hardware and software migrations. The incumbent will partner with other personnel in solving the most complex middleware problems and will communicate and document effective resolutions to the appropriate staff and management.

**SUPERVISION RECEIVED:** Under the general supervision of the Information Technology Supervisor II (ITSup II).

**SUPERVISION EXERCISED:** None.

**TYPICAL PHYSICAL DEMANDS**: Ability to sit at a computer terminal for extended periods of time and to lift, carry, and move items up to 20 pounds.

**TYPICAL WORKING CONDITIONS:** Work various shifts, weekends, holidays, odd days off, work overtime and travel when needed. Provide after-hours on-call assistance. Temporary assignment(s) to other shifts may be required. DOJ is a smoke-free environment.

**ESSENTIAL FUNCTIONS:**

**50%** **Analytical/Technical**

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Performs mastery-level technical tasks in the architecting, engineering, and support of the following disciplines within the Network Production Services Section's lines of business and serve as system lead on a rotating basis with other engineers. With a wide and deep practical IT knowledge will install, configure, maintain, patch, upgrade, and administer all JEE Application and WebSphere Servers and Servlet Containers for a wide range of applications up to the most complex of systems. Independently configures the most advanced web server configurations with an emphasis on the Apache web server, including security, proxy and reverse proxy configuration, module configuration, load balancing, Secure Sockets Layer (SSL} configuration and SSL-offloaded configuration, custom logging and log rotation.

Installs, configures, secures, maintains, patches, upgrades, and administers the enterprise Single-Sign-On (SSO) software. Writes custom login Java Serve Pages (JSPs) for SSC-enabled applications. Configures and tests federation, particularly using Global Federated Identity and Privilege Management (GFIPM). Deploy JEE applications with minimal impact to customers. When necessary, provides diagnostics and deployment reversal under pressure in order to ensure minimal system downtime. Configures and tunes very complex application server clustering, including distributed caches, session replication, EJB replication, and Java Message Service (JMS) queue fail-over.

Configures, tunes, and troubleshoots Java garbage collection, configuration of Java's use of memory, large

thread pools including database connection pools, HTIP Session pools, and EJB pools for all DOJ

applications/systems. Demonstrates mastery level understanding of Java keystores including installation, removal, and management of certificates for secure communications. Troubleshoots complex keystore issues including certificate expiration. Configures and secures the most complex JMS and IBM queues and topics. Assists developers with the creation and tuning of Message Listeners. Writes and maintains the most advanced shell, awk, and sed scripts with an emphasis on automated deployments, back-outs, upgrades, and configuration changes to reduce time of implementation and outages to customers.

Installs, configures, maintains, patches, upgrades, and administers the JIRA issue tracking software, including scheduling back-ups, manipulating user permissions, account creation and deletion, design and installation of work flows, plug-in research and installation, and resolution of customer concerns.

Designs, develops, tests, and implements the most complex mission-critical applications with an emphasis on highly available applications with a direct effect on public safety. Performs analysis and requirements gathering for applications, including bill analysis for interpretation and impact on applications and the data center. Independently performs advanced application and product migrations to new platforms, products, and architectures.

Writes and maintains expert-level in it scripts allowing Java services to run GNU/Linux environments as proper GNU/Linux services. Design and manipulate database tables. Writes or participates in writing stored procedures. Provides configuration for the most complex distributed caches supporting mission-critical, high-volume applications in a manner that best utilizes resources while maintaining data integrity.

Researches and resolves security vulnerabilities in a timely manner. Responds and reacts successfully to the most complex attacks to ensure protection and integrity of data. Designs, develops, tests, and implements advanced enterprise applications with an emphasis on highly available applications with a direct effect on public safety.

**35%** **Consultative Services**

Provides advanced diagnostics to developers for resolving the most complex application issues, including memory leaks, HTTP Session leaks, and database Connection and Statement leaks.

Provides advanced consultation to developers on the use of distributed caches within a clustered JEE

environment. Possess demonstrable advanced experience with GNU/Linux operating systems. Provides consultation of GNU/Linux to developers. Works closely with GNU/Linux administrators in the design. installation, and tuning of the most complex, clustered GNU/Linux systems, supporting mission-critical, highly available, public safety applications. Demonstrates strong comprehension of hardware load balancers. Designs and troubleshoots load balancing and session affinity with Network administrators. Installs, configures, administers, and troubleshoot software load balancing at the mastery level.

Understands virtualization and possess the demonstrable ability to install, administer, and troubleshoot application servers within a virtualized image, working closely with GNU/Linux administrators. Understands the risks and benefits of live virtual image migrations and copies. Configure LDAP connections within the Java container, traversing complex infrastructure including firewalls and DMZ. Provides expert level assistance to developers with configuration and troubleshooting of their LDAP configurations. Provide advanced consultation to developers in a variety of enterprise development languages including Java, C, Groovy, Drools, HTML, CSS, Javascript, PHP, SQL, PL/SQL, XML, and XSLT. Utilize at the mastery level Integrated Development Environments (IDEs). Supports and mentors developers in the use of IDEs. Utilizes at the mastery level command line editors.

Participates in the negotiation of large contracts for vendor product support and consultation at the mastery level.

Presents to management at the highest levels, including presentations on enterprise infrastructure, applications, and business logic. Provides classes to developers and peers from other teams.

Mentors and assists developers with designing, writing, and securing at the mastery level web services and web service clients of various types. Assist Network administrators with the design and diagnostics of network infrastructure relevant to servers hosting application servers. Interprets at the expert level low-level TCP network dumps for the purpose of identifying problems and inefficiencies. Tune application servers for efficient use of network services. Leads or participates in enterprise architecture affecting the most complex designs, including department infrastructure and applications, with an emphasis on efficiency, reuse, and flexibility to changing requirements, high availability, and cost savings. Reviews and provides meaningful input to the Project Analysis Life Cycle (PAL), Request for Offers (RFO), and bidder responses.

**15% Leadership**

Provides leadership, mentorship, guidance, and train assigned Application Server Support Staff. Also, monitor, direct, and assign all service desk tickets opened by DOJ personnel to the appropriate staff.

Trains and mentors staff to meet TSB standards to ensure that application server related problems are accurately diagnosed and effectively resolved in a timely manner. Acts as an expert and mentor subordinate staff with the analysis and resolution of the most complex middleware software related connectivity problems. Communicates resolutions to staff and appropriate customers. Ensures resolutions are documented per TAC software tool. Acts as the team leader and architect for department projects. Demonstrates adverse leadership competencies and coordinate the activities of technical personnel. Identifies, analyzes, and prioritize design, development, and implementation tasks and maintenance activities.

**5% Marginal Functions**

Stay up to date on evolving industry trends, practices, and standards. Other related work.

*I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.*

Employee Signature Date Supervisor Signature Date