**DUTY STATEMENT**

**DEPARTMENT OF JUSTICE**

**CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION**

**APPLICATION DEVELOPMENT BUREAU**

**CRIMINAL JUSTICE INFORMATION SYSTEMS BRANCH #2**

**ENTERPRISE APPLICATION SUPPORT UNIT**

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

**POSITION NUMBER:** 420-861-1402-003

**INCUMBENT:** Vacant

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

**STATEMENT OF DUTIES:** Under direction of the Information Technology Manager I (ITM I) the incumbent performs as the journey level technical specialist working both independently and as a team member on the most complex systems software projects related to several CA Department of Justice (DOJ) information technology systems of varying priorities, including mission-critical applications and infrastructure. The ITS I is responsible for analyzing, designing, modifying, planning, installing, configuring, evaluating, maintaining and supporting the mission critical Law Enforcement Agency Web (LEAWeb) application and JBOSS Application Servers. The ITS I functions as a web application developer, Application Server Administrator, and team contributor for 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 in support of the Department of Justice’s (DOJ) California Law Enforcement Telecommunications System (CLETS) and Criminal Justice Information System (CJIS) systems. The ITS I collaboratively designs complex web applications, infrastructure, including advanced clustering, connection pooling, and efficient system resource usage. The incumbent provides consultation on the design and implementation of web and Java-based applications, as well as provides troubleshooting of complex issues under high pressure with low tolerance for outages. Acts as a consultant to technical web and Java developers on designs and troubleshooting application and infrastructure problems. At the journey level, the ITS I actively participates in hardware and software migrations.

The incumbent maintains, monitors, and supports all operational services that are associated with the Enterprise Application Support Unit, 24 hours a day, and 7 days a week.

**SUPERVISION RECEIVED:** Under the general direction of the ITM I.

**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:**

55% **Analytical/Technical**

Designs, installs, modifies, evaluates, maintains, and supports the CLETS software system including CLETS, LEAWEB, Atlassian products, and JBOSS applications and web servers.

Configures, tunes, and troubleshoots Java garbage collection, configuration of Java’s use of memory, large thread pools including database connection pools, HTTP Session pools, and Enterprise JavaBeans pools for all DOJ applications/systems.

Develop, test, and implement the mission-critical LEAWEB application with an emphasis on high availability with a direct effect on public safety.

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.

Troubleshoots Java keystore issues including: certificate expiration of Java keystores, installation, removal, and management of certificates for secure communications.

Writes and maintains initialization scripts allowing Java services to run GNU/Linux environments as proper GNU/Linux services.

Writes and maintains 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.

Query and manipulate database tables. Write or participate in writing stored procedures

Prepares and distributes technical documentation for preparation, installation, configuration, maintenance, and administration functions and tasks.

Provides technical specialist support for the Enterprise Application Servers to troubleshoot and resolve system failures 24 hours a day, 7 days a week.

25% **Consultative**

Provides technical feedback, and investigative consultation services to IT peers, as well as other Departmental staff and clients.

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

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

Provides consultation of GNU/Linux to developers. Works closely with GNU/Linux administrators in the design, installation, and tuning of complex, clustered GNU/Linux systems, supporting mission-critical, highly available, public safety applications.

Designs and troubleshoots with Network administrators load balancing, session affinity, and connectivity issues.

Configures Lightweight Directory Access Protocol (LDAP) connections within the Java container, traversing complex infrastructure including firewalls and demilitarized zone. Provides assistance to developers with LDAP configuration and troubleshooting of their configurations.

Provides consultation to developers in a variety of enterprise development languages including Java, C, Groovy, Drools, HTML, Cascading Style Sheets, Javascript, SQL, PL/SQL, XML, and XSLT.

Utilizes, supports and collaborates on developers Integrated Development Environments (IDEs).

Performs systems analysis for applications, including bill analysis for interpretation and impact on applications and the data center.

15% **Planning**

Identifies long range objectives for the LEAWEB application and the Application Server Support upgrades, capacity, data, and team development.

Identifies, analyzes, and prioritizes the design, development and, implementation tasks and maintenance activities.

Plans and coordinates the testing and implementation of new or modified LEAWEB application and JBOSS software/hardware configurations.

Plans, coordinates, and documents the implementation of modified LEAWEB application and JBOSS components and enhancements with the Application Server Support Team, CLETS Support Services Section, CJIS Control Unit, and peers within both Technology Support Bureau and Application Development Bureau.

5% **Marginal Functions**

Performs other duties as assigned. Supports other areas of the Enterprise ApplicationSupport Unitwhenneeded. Activities may include, but are not limited to planning, developing, maintaining, operating, leading, and supporting the LEAWEB application, JBOSS application servers, Atlassian products, CLETS applications, systems, processes and procedures. Attends training as requested.

*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