

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**  
 POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM <b>ENTERPRISE DATA SERVICES</b>		POSITION NUMBER (Agency-Unit-Class-Serial) <b>065-623-1414-009</b>			
DIVISION / UNIT  <b>ENTERPRISE DATA SOLUTIONS</b>		CLASSIFICATION TITLE <b>INFORMATION TECHNOLOGY SPECIALIST II</b>			
		WORKING TITLE <b>SOMS/OAS Reporting Specialist Lead</b>			
		TIME BASE / TENURE <b>FULL TIME /PERM</b>	CBID <b>R01</b>	WWG <b>E</b>	COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
LOCATION Birkmont Drive, Rancho Cordova		INCUMBENT		EFFECTIVE DATE 4/23/2024	
<b>CDCR'S MISSION and VISION</b>					
<b>Mission</b> We enhance public safety through safe and secure incarceration of offenders, effective parole supervision, and rehabilitative strategies to successfully reintegrate offenders into our communities.					
<b>Vision</b> We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.					
<b>COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION</b>					
The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.					
<b>DIVISION OVERVIEW</b>					
BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS Enterprise Information Services (EIS) provides a full range of information technology services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation, and support. Refer to the <a href="#">Service Catalog</a> for more information on what we do for CDCR and the <a href="#">IT Strategic Plan</a> for our roadmap for the future. Enterprise Data Services (EDS) under EIS stores and protects data and present reports to several internal and external customers.					
<b>GENERAL STATEMENT</b>					
Under the general direction of the Information Technology Manager I, Enterprise Data Services, the Information Technology Specialist II works as a technical specialist solving the most difficult problems related to Strategic Offender Management Systems (SOMS)/Oracle Analytic Server (OAS) Reporting subsystems. The incumbent trains/mentor's unit staff, deals with most complex issues, has the responsibility for planning, designing, and carrying out programs, studies, and other work independently that relate directly with SOMS/OAS Reporting. The incumbent has responsibility for substantial technical decision-making. The Manager/Supervisor provides administrative direction with assignments in terms of broadly defined mission, vision, and functions.					
<b>INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS</b>					
	Business Technology Management		Client Services	<b>X</b>	Information Security Engineering
<b>X</b>	Information Technology Project Management	<b>X</b>	Software Engineering	<b>X</b>	System Engineering
% of time performing duties		Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.			
<b>35%</b>		<b>LEAD, DEVELOP, DESIGN AND SUPPORT SOMS/OAS REPORTING</b>			
		<ul style="list-style-type: none"> <li>Plan, organize and support staff members who are responsible for fulfilling SOMS/OAS reporting needs. Assess client needs and make sure you deliver the reporting needs on time.</li> <li>Acts as a senior technical developer and Subject Matter Expert (SME) for OAS data analytics, PL SQL development using mainly SOMS data and other subsystems.</li> </ul>			

- Design, develop and deploy solutions with PL SQL queries for best results using OAS/Business Intelligence (BI).
- Work with customers to develop technical requirements that specify the layout and criteria necessary to produces accurate results.
- Work with team members to identify reports needing modification and or updating to latest criteria.
- Identify opportunities for process improvement in the current applications and take the necessary steps to have them evaluated and/or implemented.
- Communicating with internal and external technical resources to resolve end-user issues and provide guidance to users on methods for correcting reported problems.
- Solving any data or performance issues related to OAS BI reports.
- Install, maintain, and resolve Rapid File Database (RPD) issues. Provide expert support in resolving issues with RPD.
- Answer or personally resolve technical questions and problems without referral. Specifically, the technical questions about OAS BI reports.
- Work closely with vendors, peers, and other teams within EIS to resolve issues.
- Provide technical support, maintenance, and operations for other complex issues.
- Work with third level application support teams.
- Prepare/review disruption reports and correction plans.
- Recommend best practices and performing other tasks assigned by the supervisor.
- Support SFTP and interface staff to develop, maintain and troubleshoot PL/SQL procedures and Microsoft SQL Server related tools.
- Must be able to work with other sections of EDS to come up with solutions to CDCR wide reporting issues and tasks.
- Document all code and processes and make it readily available for training others and new hires.
- Use repository to keep history of report queries and DB scripts like Materialized views, DDLs, etc.
- Create Service Request and work with vendors to get to problem resolution.
- Participate and provide valuable input for patching and upgrading OAS.
- Oversee development and purchase of technical specifications for reporting tools and software.

30%

**TROUBLESHOOTING & SUPPORT**

- Participate in outage meetings and provide technical advice and direction to the project team.
- Plan and manage the timely implementation of fixes to issues and related work activities.
- Provide workload status reports and performance statistics.
- Develop defensible workload studies and related justifications.
- Provide timely status and reports on current tasks, issues, and deliverables.
- Provide frequent updates to ITM1 regarding employees and their work loads and current issues.
- Serve as the lead for the guidance of technical staff and coordination of scheduling and completion of tasks and assignments.

25%

**MENTORING, DOCUMENTATION, AND TRAINING**

- Conduct root cause analysis to implement or recommend implementation of solutions to customer reported issues or production problems.
- Make sure proper test plans and procedures in place for testing development projects and fixes.
- Ensure all procedures are following the California Technology Agency, State Administration Manual, and the Departmental Operations Manual.
- Responsible for enforcing and maintaining standards to guide development efforts of CDCR reporting projects.
- Provide documentation for all products and projects supported by the reporting team.
- Recommending an ad implementing security procedures.
- Mentor colleagues and others technical staff.
- Responsible for maintaining documentation.
- Report time for all project activities, explains deviations from approved schedules and assists in the development of contingency plans.

10%

**PROJECT MANAGEMENT**

- Plan, organize, and oversee special information systems reporting projects.
- Participate and lead in the development of proposals, Feasibility Study Reports, Project Summary Packages, Special Project Reports services and operating level agreements, Post Implementation and Evaluation Reports, Information Technology Procurement Plan, etc.
- Participate in the planning of Information Systems for the Institution and provide technical guidance and direction to institution management.
- Assist in developing Invitation for Bid (IFB), Request for Proposal (RFP), and Statement of Work (SOW) documents.
- Serve as the lead for the guidance of technical staff and coordination of scheduling and completion of tasks and assignments.
- Prepare or participate in preparation of project plans and proposals.
- Provide workload status reports and performance statistics.
- Participates in Change Control Board and release management meetings.
- Actively participates in the development and review of Request for Proposals, Feasibility Study Reports, and Post-Implementation Evaluations & Review as needed.
- Coordinate project activities with other teams, divisions, or departments.

**SPECIAL REQUIREMENTS**

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees and employees shall be made aware of this.

**CONSEQUENCE OF ERROR**

- The consequence of error at the Specialist II level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, and loss of business continuity. Consequences also include error in making decisions or giving advice that would have a serious detrimental effect on the operating efficiency of the undertaking or function.

**To be reviewed and signed by the supervisor and employee:**

**EMPLOYEE'S STATEMENT:**

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE

**SUPERVISOR'S STATEMENT:**

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE