

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED**RPA NUMBER (HR USE ONLY)****20-004****ALERT: This form is mandatory for all Requests for Personnel Action (RPA).****INSTRUCTIONS:** Before completing this form, read the instructions located on last page.**Section A: Position Profile**

A. DATE 7/10/2020	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME VACANT
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I	E. POSITION WORKING TITLE IT Spec I	
F. CURRENT POSITION NUMBER 695-364-1402-016	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)	
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Platform/Mainframe Services/Network Applications Support/Rancho Cordova	I. SUPERVISOR NAME AND CLASSIFICATION Michael Benedetti, Information Technology Manager I	
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 AM – 5:00 PM (VARIABLE)	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering
	Organizational Setting and Major Functions Under direction of the Information Technology Manager I (IT Mgr I) of the Network Applications Support, the Information Technology Specialist I (IT Spec I) may perform a wide variety of tasks requiring regular innovative problem solving within broadly stated and non-specific guidelines. The scope typically includes multiple program areas, and involves planning, developing, and implementing technological solutions that are essential to the missions of the overall organization, or affecting large numbers of people on a long-term or continuous basis. The IT Spec I may act as a technical software support specialist working with a team of highly trained professionals in support of a mainframe and client/server computing environment. Works independently or as a team leader or as a team member. Provides a variety of software support services for customer departments. The incumbent installs, maintains, tests, monitors, and tunes department wide network and print software solutions and/or general-purpose software products in the mainframe and client/server environments. In addition, designs, configures, and provides ongoing operational support of SNA, VTAM, IP communications and protocols including IP security within the Communication Server services of the platform. Provides consultation and support as needed to support the customer department staff in the use of these products. Quickly, efficiently and effectively troubleshoots and resolves customer problems and proactively identifies possible future problems.
% of time performing duties 45%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%) Acts as a technical consultant on system software issues for supported software products; develops written procedures and documentation for performing system maintenance to ensure proper and timely maintenance; creates detailed instructions and documentation on the use of proprietary and third party software products(s) using the appropriate tools for the audience. Independently or as a team member, conducts analysis of department wide issues involving work projects. As requested by the customer, monitors and tunes proprietary and third-party software using operating system and vendor-supplied tools and utilities to ensure maximum system performance and availability. Learns and interprets new technology to solve customer business problems or answer questions involving issues of detailed scope at the system software level. Attends team meetings on a regular basis and participates in other team related activities.
30%	Plans, manages, coordinates, installs, and maintains department wide proprietary mainframe and client/server software products as requested by the California Department of Technology (CDT) customers, utilizing instructions, documentation, programs and utilities from the vendor, customer

schedules, vendor requirements, and organizational policies as guidelines. Proactively identifies and resolves department wide technological issues. Conducts regular and frequent communications with internal and external customers to exchange information, discusses task/project progress and identifies future tasks/projects and opportunities and reaches decisions relative to customer requests, customer needs and service offerings. Makes moderately technical presentations to staff and customers.

20%

Identifies and diagnoses malfunctions of software that may include recovery/restoration of the data, system software and/or hardware to ensure the software performs to the system specifications. This may include using dump analysis, traps, traces and vendor input to determine the appropriate corrective action. Performs regular backup of critical systems and upon loss of functionality or at customer request, recovers and/or restores the data or the system software to return to normal operation. Reviews hardware and system software specifications including operating system, TP monitor, and storage requirements, to verify customer's environment can be successfully supported at CDT.

5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Review supported software for resource optimization.
- Develop automated processes to improve efficiency in checking and controlling production environments.
- Review data for obsolescence and purging.
- Perform Change Management activities for product upgrades, modifications, or resolutions.

Work Environment Requirements

- Position may require the ability to be contacted for service outages or other emergencies.
- Must maintain consistent and predictable attendance.
- Periodic work may be needed outside normal work hours.
- Some travel may be required for meetings, training and conferences.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Specialist I receives direction from the Network Applications Support Information Technology Manager I. The incumbent duties are general in nature. Work is done to meet the needs of the clients and is generated by the clients' direct requests or on behalf of requirements identified by the incumbent. Progress is reported on a weekly basis through both verbal and written reports. The incumbent is responsible for the analysis, planning, and implementation of these assignments.

Actions and Consequences:

Decisions made, direction given and responsibilities assigned to the IT Spec I directly impacts both the CDT's ability to provide quality, reliable computing services, and the clients' ability to perform their mission critical programs. Failure to make quality decisions can result in system degradation and outages that affects a broad range of State services to the public.

Personal Contacts:

The incumbent works regularly with client personnel, representatives from the vendor community and technical management personnel. Through this interaction, performance and capacity planning tasks are conducted, system problems are defined and resolved, and hardware and software requirements for the future are developed.

Administrative and Supervisory Responsibilities:(Indicate "None" if this is a non-supervisory position.)
None.

Supervision Exercised:

None.

Other Information

This position requires a knowledge of operating systems and related software as well as network communication and print functions as implemented on the various hardware platforms. The IT Spec I must be familiar with the Desktop environment for desktop to effectively manage their work. The incumbent is a member of a highly skilled technical team of software specialists working to

support various implementations of the network/printing systems and related software at the journey to advanced specialist level on multiple operating system platforms.

Desirable Qualifications: (List in order of importance.)

- Experience working in a team environment.
- Good verbal and written communication skills.
- Understanding of the importance of good customer service and the necessity of effective communication to meet customer's business needs.
- Knowledge of operating systems and related software as well as database software as implemented on the various hardware platforms.
- Knowledge of networking and network protocols.
- Familiarity with the Windows environment for desktop.
- Experience with mainframe print services including Info Print Server, VPS, CA Spool, JES Data Gateway, TN3287 printing.
- Knowledge of and experience with zSystem components, workloads, and utilities (e.g. JES2/JES3, TSO, ISPF, JCL, CLIST's, Dialog manager, REXX, SMF, RACF).
- Knowledge of z/OS Communication Server-VTAM, SNA, APPN, TN3270, FTP, SSH, SMTP, SNMP.
- Knowledge of zSystem concepts, workload types and workflow, including major categories of interactive/batch jobs.
- Knowledge of software Installations on zSystem platforms, including SMP/E.
- Ability to work with a variety of technical and management staff as well as vendors and customers.

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INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT) Michael Benedetti	SUPERVISOR SIGNATURE	DATE
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