

DUTY STATEMENT
Vacant

Class Title Information Technology Specialist II, Enterprise Systems Architect	Position Number 802-390-1414-901
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COI Classification Yes No

Unit

Section

Data Support Service Section

Branch

Enterprise Service

Division

Business Operations Technology Services Division (BOTSD)

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Job Summary: Under general supervision of the Information Technology Manager I (ITM I) the Information Technology Specialist II (ITS II) performs functions in the domain of System Engineering. The ITS II is responsible for providing technical support for the Enterprise Statistical Analysis System (SAS) system or eSAS, the enterprise Microsoft Business Intelligence (MSBI) system, and the enterprise ArcGIS system, which are multi-server environments that support the department's statistical, analysis, reporting and mapping (geographic information systems) needs. The ITS II will be responsible for administering and maintaining these solutions as well as providing customer support for these solutions across the Department of Health Care Services (DHCS). The ITS II will train and provide technical consultation to system and program administrators throughout the Department. The ITS II will provide System Development Life Cycle (SDLC) support for the Business Operations Technology Services Division (BOTSD) technical support staff and DHCS system administrators. The ITS II will independently provide direction and be responsible for the deployment, implementation and support of automation systems. The ITS II must have expert knowledge of current Windows Server operating systems and client/server based systems such as SAS, ArcGIS, MSBI, and SQL Server Reporting Services. The ITS II must possess a high level of knowledge and skill in Windows server design and administration. These activities require the individual to be able to analyze systems, issues and situations; provide sound deductive reasoning; identify problems, and develop sound effective solutions. The ITS II position requires the highest level of technical skill to resolve the most complex issues.

Supervision Received: The ITS II receives broad direction from the Manager of the Data Support Service Section (DSSS), an ITM I. The ITS II will have broad independent responsibility and discretion over specific projects he/she directs. The ITM I provides administrative direction with assignments in terms of broadly defined missions or functions. The ITS II has responsibility for planning, designing, and carrying out programs, studies or other work independently. The ITM I allows the ITS II to exercise substantial technical decision-making but reviews recommendations for new projects or technical documentation.

Supervision Exercised: The ITS II has no direct supervision responsibilities. However, the ITS II is responsible for leading groups of technical staff on technical projects within the BOTSD. The ITS II will act as technical design lead over staff that support and administer SAS implementations.

Description of Duties: The ITS II will enhance the department's analytics, reporting, and geographic information system (GIS) architectures to accommodate the addition of new enterprise solutions. In collaboration with customers and network, web, and database specialists, the ITS II designs and implements technical architectures to support the deployment of technologies to both on-premises and cloud environments. The ITS II trains staff on the administration of analytics, reporting and GIS platforms. The ITS II supports the migration of legacy analytics, reporting and GIS environments to enterprise systems, facilitating extraction of data from a variety of operational data sources on multiple platforms, providing system level operational support including authorization, user management, server management, library management and backup, and providing end-user support. The ITS II provides consultation services to staff in the areas of Microsoft Windows Server, Active Directory and client software deployments and upgrades, troubleshooting and performance monitoring. The ITS II designs system expansions for the enterprise analytics, reporting and GIS platforms and prepares documentation for system architecture and administrative procedures, including system recovery. The ITS II provides input for weekly status reports to the unit or section manager. The ITS II provides documentation and administrative procedures and provides input for weekly status reports to the unit manager.

Knowledge of: The SAS Intelligence Platform, including Base SAS, SAS Metadata Server, SAS Management Console, SAS Enterprise Guide, and SAS Add-In for Microsoft Office. Microsoft Business Intelligence, Microsoft Power BI, SQL Server Reporting Services, ArcGIS Enterprise and scripting languages such as JavaScript and PowerShell. Knowledge of security as it is applied in a Windows Server environment using Active Directory, Kerberos, single-sign-on and NTFS. Knowledge of Project Management principles and practices. Desired knowledge of SAS Visual Analytics, SAS Data Quality Server, and SAS Data Integration Studio; Teradata Database, Oracle Database, Microsoft SQL Server and other databases.

Percent of Time Essential Functions

50% System Administration and Maintenance

1A. The ITS II leads or works independently as a technical specialist to design, develop, test, integrate, implement, enhance, and maintain the analytics, reporting and GIS systems at DHCS. The ITS II supports the following tasks: server design, monitoring system performance, maintaining and developing PowerShell code, responding to change requests from program, troubleshooting server issues and/or resolving problems resulting from procedure and/or configuration changes. The ITS II uses concepts such as portability and scalability in designing, implementing and evaluating long-term complex IT systems.

1B. The ITS II provides support to program area staff on the use of client software that is part of the department's analytics, reporting and GIS environments. The ITS II provisions new users and groups for these systems, updates and maintains server and application configuration, participates in afterhours upgrades and testing, troubleshoots client and server issues, applies security controls to limit access to sensitive data, communicates with vendors for the purpose of renewing licenses and system enhancements, and works with administrative staff to procure and renew licenses and software.

15% System Design, Requirements, Architecture

2A. The ITS II develops high level and detailed work plans and presents the material to section and program management and staff. The ITS II uses concepts such as portability and scalability to design, implement, and evaluate long-term complex IT systems. The ITS II develops and maintains skills for a variety of operating systems and applications. The ITS II develops an expert knowledge of large-scale systems architecture and data communication protocols. The ITS II keeps management and other staff abreast of project status. The ITS II must communicate effectively, both orally and in writing with subordinates, peers, clients, and customers at all levels.

2B. The ITS II must possess an in-depth understanding of DHCS server and security standards

and architecture to develop high level system designs, specifications and documentation to implement complex solutions.

10% System Analysis and Project Support

3A. The ITS II assesses and analyzes business and system requirements for highly complex and highly secure application systems. The ITS II develops concept papers, plans, budgets, schedules, standards, and policies for medium to large scale projects of department-wide impact. The ITS II provides technical consultation and support to other programs that have similar systems. The ITS II meets with other technical staff and management in scheduling resources, developing timelines and resolving issues. The ITS II prepares documentation, proposals, and justifications such as a Feasibility Study Report (FSR), procurement documents, technical specifications, and server builds. The ITS II maintains the standard configurations of Web installations and makes changes in response to new products or security initiatives.

3B. The ITS II must possess an in-depth understanding of DHCS SDLC concepts and standards.

10% Training and Knowledge Transfer

4A. The ITS II provides training and knowledge transfer to customers and users. The ITS II supports other technical staff to provide an understanding for the implementation, support and maintenance of application systems. The ITS II develops training materials and manuals for users and operational staff. The ITS II develops training plans, budgets and schedules. The ITS II leads, coordinates and communicates between customers, vendors, staff and management to assure that business requirements and timelines are met and costs are within budget. The ITS II helps establish standards and policies aligned with the Department's Strategic Plan.

4B. The ITS II must effectively communicate orally and in writing at all levels of the Department. This includes communication to stakeholders, customers, managers, staff, and the public. The ITS II must be able to run team meetings and make effective presentations to management and other technical staff.

10% Documentation

5A. The ITS II documents all aspects of enterprise server systems including but not limited to the following: physical and logical designs, hardware and software specifications, business and system requirements, project scope, deliverables, schedules and budgets, system test specifications and results. The ITS II will develop and maintain: work plans and schedules for assignments; existing documentation for updates or modifications to key systems and associated equipment including installation and configuration procedures. The ITS II creates project status and ad hoc reports per DHCS management request.

5B. The ITS II must also be able to provide complete written documentation of systems, processes and procedures in such a way that the systems can be maintained by other staff.

Percent of Time Marginal Functions

5% Other Duties as Required

6A. The ITS II performs other duties as required.

6B. The ITS II must possess high level collaboration and negotiation skills.

Employee's signature	Date
Supervisor's signature	Date