

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-037-1402-011				
UNIT NAME AND CITY LOCATED Information Technology Services Division, Business Applications Management, Technical Services, Integration Services – Elk Grove, CA		CLASSIFICATION TITLE Information Technology Specialist I				
		WORKING TITLE SQL Database Administrator				
		COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	WORK WEEK GROUP E	CBID R01	TENURE P	TIME BASE FT
SCHEDULE (WORKING DAYS AND WORKING HOURS) a.m. to p.m. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO 8260 Longleaf Drive, Elk Grove, CA 95758				
INCUMBENT (If known)		EFFECTIVE DATE				
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION.						
PRIMARY DOMAIN:		Software Engineering				
Under the direction of the Information Technology (IT) Supervisor II, the IT Specialist I, serves as the SQL Database Specialist, demonstrating an in-depth understanding and level of expertise of Software Engineering to perform a wide variety of tasks requiring regular innovative problem-solving in support of the Business Application Management (BAM), Technical Services, Integration Services Unit. The incumbent is responsible for supporting enterprise application development efforts which may include planning, analysis, design, development, testing, deployment, and troubleshooting. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. Travel to institutions and after hours support of California Correctional Health Care Services (CCHCS) software applications and systems may be required due to operational needs.						
% 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. (Use addition sheet if necessary)					
ESSENTIAL FUNCTIONS						
40%	Serves as a subject matter expert in SQL database administration. Maintains database environments to ensure database reliability. Researches, plans, develops, coordinates, and applies database patches, hot fixes and security updates to ensure overall database performance and security. Monitors, maintains and troubleshoots database health, systems utilization and system performance to ensure continued operations and the future capacity needs. Creates and maintains database procedures (e.g., installation, security incident response, backup and recovery) using established CCHCS standards to ensure that CCHCS technical staff adhere to consistent processes. Performs user accounts provisioning with appropriate roles and permission that are in compliance with Information Security Best Practices, State Administrative Manual, and Information Security Policies.					
30%	Participates in disaster and operational recovery planning by using technical knowledge, business resumption documentation, and automated tools and is responsible for the backup and restoration of databases. Evaluates new software and technology trends to determine if they will support and enhance CCHCS program and/or technical functions. Makes recommendations to CCHCS management on proposed new and/or updated IT trends for consideration to improve CCHCS core					

<p>25%</p>	<p>program functions. Ensures any proposed software/products meet established CCHCS standards. . Develops and delivers technical presentations (e.g., strategic directions, architectures, and proposed solutions) to stakeholders.</p> <p>Responsible for designing new architecture, database design and standards along with other team members to support enterprise needs. Demonstrates in-depth understanding of technical specialization and/or project responsibilities. In coordination with CCHCS project managers, develops work plans, project priorities, resource allocation, and other documents contained with the Project Management Plan to adequately manage work efforts, deliverables and schedules. Reviews the work of peers/project members to ensure accuracy and quality of work using technical knowledge, project requirements and department standards. Trains staff and users on changes to new and existing systems to properly use the software tools and understand the impact of changes to their computer environment.</p>
<p>5%</p>	<p>Performs other job-related duties as required.</p>
	<p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization’s business processes and procedures; education tools and techniques; performance monitoring tools and techniques, and data administration techniques and best practices.</p> <p>Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods, and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.</p> <p>Ability to: Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.</p> <p>Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, State, Department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.</p>

DESIRABLE QUALIFICATIONS

Knowledge of: Microsoft SQL database administration best practices and industry standards; operating system (OS) environments; all electronic data processing equipment, its capabilities and interfaces between hardware and software.

Ability to: Work with technologies such as SQL Server 2012+, Reporting Services, Analysis Services, Team Foundation Server 2015, Visual Studio 2013+, Microsoft Business Intelligence (BI) tools, replication and ETL jobs; complete assigned project tasks with the help of vendor groups; work effectively in managing the partners and vendors; ability to learn a new DBMS technology or products (e.g. Microsoft SQL DBMS) and become productive within a reasonably short duration; participate in complex projects; develop detailed specifications; design and building enterprise utilities; analyze data and complex situations; reason logically and creatively; identify and document problems; draw valid conclusions and develop effective solutions; apply creative thinking in the design and development of methods of processing data with electronic computers and keep with the established standards of testing and implementation; work under pressure; speak, write and present effectively; prepare effective reports; coordinate the activities of technical personnel; act as a technical team member on complex systems software projects and demonstrate in-depth understanding of technical specialization and/or project responsibilities.

Experience in: The installation, maintenance, troubleshooting and implementation of complex Microsoft SQL databases; Microsoft Business Intelligence (BI) and data warehouse design and architectures; setting up replication and Extract Transfer Load (ETL) jobs, Microsoft SQL database administration best practices and industry standards; Operating System (OS) environments, all electronic data processing equipment, its capabilities and interfaces between hardware and software.

Interpersonal Skills: Ability to lead by example and gain the respect of others.

**OTHER DOMAINS
System Engineering**

Knowledge of: Current and emerging system engineering trends.

Ability to: Advise, create or participate in the design of new system architecture, standards, and methods to support organizational needs; conduct research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements to meet current and future needs; consult with stakeholders to identify infrastructure system requirements and recommend technology, hardware, software, and plans installation; coordinate system installation, operations, maintenance, repairs, and/or upgrades; execute test plans for system upgrades or releases; troubleshoot, track, and conduct root cause analysis of system/database/operational issues utilizing standard procedures until resolved or escalated; monitoring the execution environment (operating system to the hardware) of the database, system monitoring and improve database structure, performance, and capacity, and planning for future expansion requirements.

SPECIAL PHYSICAL CHARACTERISTICS

Persons appointed to this position may be reasonably expected to exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.

SPECIAL PERSONAL CHARACTERISTICS

Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the

<p>general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid state driver's license, a good driving record and is expected to drive the car safely.</p>		
<p>SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i></p>		
<p>SUPERVISOR'S NAME (Print)</p>	<p>SUPERVISOR'S SIGNATURE</p>	<p>DATE</p>
<p>EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i></p>		
<p>The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.</p>		
<p>EMPLOYEE'S NAME (Print)</p>	<p>EMPLOYEE'S SIGNATURE</p>	<p>DATE</p>