PROPOSED

Office of Statewide Health Planning and Development
Information Services Division
Information Technology Operations Branch

Duty Statement

EMPLOYEE: Vacant

POSITION NUMBER: 441-175-1414-XXX

CLASSIFICATION: Information Technology Specialist II
WORKING TITLE: Database and Systems Administrator

LOCATION: Sacramento

SECTION A: General Description:

Under general direction of the Chief Technology Officer, incumbent serves as the lead database administrator and cloud data warehouse systems administrator. The incumbent will provide a high level of innovation, leadership, and planning in coordination with management and senior staff. Incumbents perform a wide variety of tasks requiring innovative solutions where guidance is not readily available. Incumbents optimize and apply best practices for database tuning, server performance and cloud solutions for the benefit of the organization and the Health Payments Data System. The incumbent plays a major role in advising management or formulating information technology strategy and policy.

Duties of this position fall primarily under the Cloud, System Engineering, and Information Technology Project Management domains.

Supervision Received: Under general direction, incumbent reports to the Information Technology Manager II, Information Technology Operations Branch.

Physical Demands: Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

Typical Working Conditions: Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel and overnight stays to training/conferences or the Los Angeles field office may also be required, and work hours may deviate from core business hours based on the service requirements of the Department.

SECTION B: Essential Functions:

40%   Database Administration
- Independently provide high-level support for all OSHPD database environments.

- Designs and implements database security for applications, including designing and assigning roles, and granting and denying database privileges.
- Writes policies and procedures pertaining to database standards, management, security and maintenance.
- Install and configure database management software, including upgrades, patches and third-party tools. Maintains database management software and related software.
- Performs database backup and database recovery.
- Manages disk space for database systems and conducts capacity planning.
- Performs preventive maintenance tasks and database tuning by analyzing system and database performance to identify and address performance problems.
- Responds to database outage or performance problems and restores normal operations.
- Monitor data quality, data integrity, and database availability.
- Works with the application development teams using Application Programing Interface (API)
- Manage and maintain modern cloud database architectures.

25% Server and Application Operations
- Independently provide high-level support for server and application technical operations and delivery of critical services.
- Perform and oversee the implementation, maintenance and documentation of the department's system architectures and applications.
- Perform and oversee the administration of system application servers.
- Track and manage system change requests.
- Perform technical process steps to troubleshoot communication or access issues affecting server and application operations.
- Analyze user problems and work proactively to implement long-term technical and/or procedural solutions.
- Manage and coordinate the installation of server hardware and software patches and upgrades.
- Implementation new or upgraded network and server applications and services with project teams and/or provide the lead responsibility for planning and implementing associated software and/or hardware.
- Troubleshoot network accounts and objects and provide solutions for rights and access issues.
- Assess system client support requirements and work closely with other IT specialists to ensure users have the tools and skills necessary to fully utilize Information systems.
- Develop strategic and tactical implementation plans to sustain a progressive server operation that delivers essential network user services and support.

15% Network Support Operations
- Independently provide high-level support for network technical operations and delivery of critical services.
- Analyze and implement improvements leading to efficient and responsive support services, including call response, tracking, and problem resolution.
- Analyze network problems and work proactively to implement long-term technical and/or procedural solutions.

- Evaluate network operations and performance; monitor the delivery of network services; and implement configuration changes to improve network performance.
- Perform technical process steps to troubleshoot communication or access issues affecting network operations.
- Analyze and resolve compatibility issues related to connection and access to network resources.
- Perform the complex network configuration and troubleshooting problems.
- Implement new or upgraded network applications and services with project teams and/or provide the lead responsibility for planning and implementing associated software and/or hardware.
- Responsible for maintaining highly available and secure connectivity to all resources and data centers.
- Lead or participate in technical planning sessions to review the networking infrastructure, determine strategic technology directions and standards, and define upgrade and/or migration plans.
- Configure, install and monitor physical and virtual network functions.
- Diagnose and resolve the complex LAN/WAN problems; analyze packets, protocols, and load balancing; and monitor connections for optimal network performance and reliability.
- Perform network planning and development for upgrade/migration strategies for existing infrastructures and data and for increasing access and bandwidth capacity requirements.
- Perform the installation, configuration and maintenance of routers, proxies, the Storage Area Network, gateways and switches.
- Plan network cabling/wiring configurations.
- Track network infrastructure issues and change requests.
- Prepare and maintain systems diagrams. Perform network planning and development for upgrade/migration strategies for existing infrastructures and data and for increasing access and bandwidth capacity requirements.
- Work with support vendors and other technical experts to support, troubleshoot, plan and recommend optimal internet and intranet services performance and connectivity.

10%   Security and Recovery Support Operations
- Develop and test operational recovery plans and procedures for the OSHPD enterprise network and server infrastructure.
- Monitor and coordinate the installation of server hardware and software patches and upgrades.
- Responsible for maintaining highly available and secure connectivity to all resources and data centers.
- Lead efforts to document new solutions as well as maintain documentation of enhancements to existing solutions.
- Configure, install, and maintain firewall hardware and software to provide a secure enterprise-wide network infrastructure environment.
- Prepare and maintain the development of operational recovery plans and procedures. Test procedures to ensure functionality in the event of a disaster.
- Work closely with the OSHPD Information Security Office to ensure security of all OSHPD systems.
- Prepare and maintain systems diagrams.

- Perform and oversee the administration of system application servers and the implementation of security measures and controls of applications.
- Work with support vendors, CDT and other technical experts to support secure network connectivity with appropriate authentication controls.

5%   Technology Evaluation and Consulting
- Research new and emerging network and server technologies and assess the benefit and impact on business operations.
- Analyze and provide recommendations to executive leadership on opportunities available with Infrastructure as a Service, Platform as a Service, and Software as a Service.
- Act as OSHPD technical representative on multi-departmental task forces, technology forums, advisory committee, etc. that are sponsored by other departments and/or agencies.
- Participate in the development and implementation of policies and procedures regarding systems, equipment, maintenance, and monitoring.
- Provide consultation to management, project team members, ISD specialists and business unit representatives on system, network and server technologies and methodologies.
- Formulate recommendations based on alternative technology solutions.
- Provide analysis for procurement of network-related software and hardware.
- Meet with Division customers to determine customer service and technology needs, e.g., service-level agreements and server systems acquisitions and upgrades.
- Consult with vendors.

SECTION C: Marginal Functions:

5%   Perform other related duties as required.

SECTION D: Other Expectations:

- Demonstrate a commitment to performing duties in a service-oriented manner.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to following best practices and applying office-wide standards throughout the organization.
- Demonstrate the ability to establish and maintain priorities, successfully complete work assignments and meet deadlines as required.
- Show initiative in making work improvements, identifying and correcting errors, and initiate work activities.
- Demonstrate the ability to gain and maintain the confidence and cooperation of others.
- Maintain good work habits and adhere to all OSHPD policies and procedures.
- Demonstrate a commitment to OSHPD's mission, vision, and goals.
- Demonstrate a commitment to OSHPD's Core Values.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position.

I have discussed the duties and expectations of this position with the employee.

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Employee Signature/Date

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Supervisor Signature/Date