

**DUTY STATEMENT
DEPARTMENT OF JUSTICE
DIVISION OF CALIFORNIA JUSTICE INFORMATION SERVICES
APPLICATION DEVELOPMENT BUREAU
DIVISION OF LAW ENFORCEMENT SYSTEMS BRANCH
SINS PROGRAM SUPPORT UNIT**

JOB TITLE: Information Technology Specialist I

POSITION: 420-522-1402-001

INCUMBENT: Vacant

PRIMARY DOMAIN(S): Software Engineering : The architecture, development, operation, implementation, and maintenance of software systems.

SECONDARY DOMAINS: Information Security Engineering: The security aspects of the initiation, design, development, testing, operation, and defense of information technology data and environments.

STATEMENT OF DUTIES: Under direction of Information Technology Supervisor II, ITS I acts as an application architect and senior developer to develop complex solutions with wide range of tools and technologies. The incumbent works both independently and cooperatively with other Information Technology (IT) staff performing high level technical work around analysis, design, planning and implementation using a holistic approach for the successful development and execution of strategy. The incumbent will provide knowledge of the Departments data processing environments and standards while performing the duties of application architect including developing conceptual designs, data models and in-depth analysis, evaluation, initiation, planning, development, implementation, testing, and deployment activities of the most complex systems and interface configurations.

The ITS I acts as lead and performs oversight responsibilities on projects as needed. The ITS I performs a wide variety of the more complex administrative and technical tasks supporting the CURES end users including, but not limited to isolating, defining, and resolving the more complex hardware, software, or application problems; documenting, tracking and monitoring the resolution of reported problems instructing end users on the use of the system; and researching emerging technologies for new problem resolution tools. Duties will include client and vendor interaction to obtain information used to customize and develop the most complex software to achieve the desired results as well as the expertise in the development tools and languages required to develop and maintain complex applications, resolve complex technical problems with application and/or infrastructure including but not limited to system performance issues, and the ability to write complex scripts and procedures, analyze data and situations, reason logically, identify problems, draw valid conclusions, and develop effective solutions.

Duty Statement
ITS I – SINS PSU

The ITS I works with other technical project staff, management, vendors, and local, state, and federal CURES clients statewide and nationwide. The incumbent must exercise a high degree of initiative, leadership and thorough reasoning skills during the performance of assignments.

SUPERVISION RECEIVED: Reports directly to the Information Technology Supervisor II.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to work at a computer terminal for extended periods of time and to lift, carry, and move up to 20 pounds.

TYPICAL WORKING CONDITIONS: Modular workstation in a smoke-free environment.

ESSENTIAL FUNCTIONS:

50% Analytical/Technical

Work with program and IT staff to define and document complex business and technical requirements, develop high-level logical data designs and build use case models for developing complex applications.

Develop logical and physical data model based on the business requirements. Utilizes a knowledge of the data modelling concepts to write complex database queries and fine tune performance of SQL statements.

Monitor daily Extract, transform and Load (ETL) process , trouble shoot production issues and resolve in a timely manner

Perform ETL enhancements, design procedures and process to support data migration, data integrity, system security and audit requirements

Troubleshoot and correct performance bottlenecks associated with SQL and database design Provides the technical support at the highest specialist level, for system design, system infrastructure design, application architecture, application development, web services, and system interfaces, including code creation, modification, implementation, and enhancement using Java and Oracle.

Provide technical consultation and effective recommendations on IT analysis matters to senior management, program, as well as to client and control agencies as required.

Perform appropriate levels of unit, system and integration testing; thus ensuring the identified business requirements are met.

Review and analyze proposed criminal justice legislation, prepare technical impact and potential alternatives narratives, provide cost estimates, and advise management within scope of responsibility.

Develop and maintain current knowledge base of evolving industry trends and standards.

Perform other technically complex and lead responsibilities including leading, influencing, motivating, persuading less experienced staff.

10% Research, Analysis, and Problem Resolution

Apply creative thinking and independently perform complex research, evaluations, assessments, troubleshooting, and special studies on a variety of business opportunities and challenges for project and helpdesk clients in order to offer solutions to their project and helpdesk issues.

Investigate, analyze, diagnose, and resolve production system and/or application problems.

Provide technical versatility and full competency relating to analysis and technical support of hardware, software, communications, and maintenance requirements.

10% Consultative Services

Develops detailed design specifications. Develop requirements for foundational frameworks or leverage existing frameworks. Help journey-level peers and consultants to ensure proper system and interface compatibility, HDC standards are followed, level and thoroughness of documentation.

Serve in a consultative technical capacity in analysis matters to the senior management team as well as the SINS management team, clients, and control agencies.

Present ideas and concepts in oral, written or presentation format to IT Staff, senior management, program, as well as to client and control agencies as required.

Write reports, guidelines, end-user manuals and procedures. Develop presentations that communicate ideas and recommendations to IT Staff, senior management, program, as well as to client and control agencies as required.

Provide training, direction, and guidance relating to hardware and software analysis and technical support, communications, and maintenance requirements.

10% Communication

Works effectively and cooperatively with project team members, management, vendors, and clients.

Conduct project analysis, design and review meetings; oversee or perform technical walk-through or presentations.

Provide management with verbal or written reports of activities and assigned tasks.

Duty Statement
ITS I – SINS PSU

Advise management on operational and program related problems and make recommendations for resolution of those problems.

5% Project Planning

Assist management in identifying production work tasks and priorities related to IT systems and projects.

Develop and adhere to project work plans, including determining time and resource requirements.

Participate in special projects, complex studies, reports and surveys impacting decisions and organizational direction.

10% Leadership

Oversee the analysis and definition of technical solutions and provide technical training, direction, and guidance to project staff commensurate with project complexity.

Work well under pressure and help coordinate the activities

Identify, analyze, and prioritize design, development and implementation tasks and maintenance activities.

MARGINAL FUNCTIONS:

5% Perform other duties as required.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Signature

Date

Supervisor Signature

Date