

DUTY STATEMENT
TECH 052 (REV. 02/2018)

PROPOSED

RPA 21-083

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 9/24/21	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist II		E. POSITION WORKING TITLE Information Technology Specialist II
F. CURRENT POSITION NUMBER 695-364-1402-017		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-364-1414-XXX
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Platform/Mainframe Services/Z Infrastructure & O/S Support/Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Ellen Rhodes, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 2:30 PM – 11:30 PM, SWING		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).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services</p> <p><input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under general direction of the Information Technology Manager I (IT Mgr I) of Z Infrastructure & O/S Support, the Information Technology Specialist II (IT Spec II), performs a wide variety of tasks requiring innovative problem solving where guidance is not readily available. The IT Spec II optimize and apply architecture solutions for the benefit of the overall organization and play a major role in advising management or formulating information technology strategy and policy within the organization.</p> <p>The IT Spec II acts as a master level technical software support specialist working with a team of highly trained professionals in support of the Hardware and Operating System components of a zSystem and client/server computing environment. Works independently, as a team leader or as a team member. Provides a variety of software support services for customer departments. Install, maintain, test, monitor, and tune the most complex z/OS and z/VM vendor software products and other 3rd-party vendor software products and/or general-purpose software products in these computing environments. Develop and maintain customized online and/or batch interfaces and exits to the software. Provide consultation and support as needed to support the customer department staff in the use of these products. Quickly, efficiently, and effectively troubleshoot and resolve the most complex customer problems and proactively identify possible future problems. Develop and maintain project plans in support of California Department of Technology (CDT) Strategic and Tactical Plans. Act as backup when the IT Mgr I is unavailable.</p>
% of time performing duties 45%	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>The IT Spec II acts as a master level technical consultant on system software issues for supported software products; develop written procedures for performing system maintenance to ensure proper and timely maintenance; create detailed instructions on the use of proprietary and third party software product(s) using the appropriate tools for the audience. Independently or as a team member, conduct analysis of highly complex issues involving work projects. As requested by the customer, monitor and tune proprietary and third-party software using operating system and vendor-supplied tools and utilities to ensure maximum system performance and availability. Learn and interpret new technology to solve customer business problems or answer questions involving issues of the highest complexity in scope at the system software level. Proactively research new technology and processes for consideration of new services for CDT's customers, or improvement of in-house processes/systems. Attend team meetings on a regular basis and participate in other team related activities.</p>

30%

Plan, manage, coordinate, install, and maintain the complex proprietary zSystem and client/server software products as requested by CDT customers, utilizing instructions, documentation, programs and utilities from the vendor, customer schedules, vendor requirements, and organizational policies as guidelines. Proactively identify and resolve the most complex technological issues. Conduct regular and frequent communications with internal and external customers to exchange information, discuss task/project progress and identify future tasks/projects and opportunities and reach decisions relative to customer requests, customer needs and service offerings. Make technical presentations to staff, customers, and management.

20%

Identify and diagnose malfunctions of the most complex 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. Perform regular backups of critical systems and upon loss of functionality or at customer request, recover and/or restore the data or the system software to return to normal operation. Review 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%.)

Maintain skills to remain current with systems software trends and developments and keep abreast of department standards, processes, and procedures, and be able to mentor other staff as needed. Develop and implement procedures which are used in the management of the zSystem platform, and provide support to all levels of CDT operational staff. In support of ITIL/ITSM based standards, comprehensively document, research, resolve and complete tickets for CDT's incident, change, and problem management processes – work orders, task assignments, and service requests as they relate to the delivery of CDT information technology services, consistent with CDT standards and templates, using unit processes and procedures.

Work Environment Requirements

- Position may require the ability to be contacted for service outages or other emergencies.
- Must carry a cell phone and/or smartphone to respond to queries and issues.
- Must maintain consistent and predictable attendance.
- Position may require work outside of 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 II receives general direction from the Z Infrastructure & O/S Support Information Technology Manager I. 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 for the assignments will be reported by using weekly status reports as well as individual project reports where appropriate. The incumbent will be responsible for analysis, planning and implementation of these assignments.

Actions and Consequences:

Extensive knowledge of data processing concepts, practices, methods and principles with respect to evolving industry trends, practices, and standards is required for the IT Spec II to exercise good judgment to continually improve our work processes. Proper judgment in problem resolution, software implementation, and customer consultation is vital to the success of the projects assigned to the unit. Errors or poor decisions may result in the loss or disruption of major service to customers. The Z Infrastructure & O/S Support staff must be available to respond to service outages that affect daily operations.

Personal Contacts:

The IT Spec II works closely with a variety of staff at all levels within the data center, customer departments and stakeholders, and representatives from the vendor community, and must be able to effectively communicate issues and needs.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)
 None, but the IT Spec II will assist with the training of any new personnel for staff team and may act as a backup to the IT Mgr I as needed. In support of ITIUITSM-based standards, comprehensively document, research, resolve, and complete tickets for the department's ServiceNow, Work Orders, Task assignments, and Service Requests as they relate to the delivery of departmental information technology services, consistent with departmental standards and templates, using processes and procedures.

Supervision Exercised:

None, but acts as a leader on the complex systems software projects.

Other Information

The incumbent is a master of Assembler and machine language and of System Modification Program/Extended (SMP/E), and will design, code, test, install, and maintain the z/OS operating system and system software enhancements, including local modifications and changes provided by software vendors. The incumbent is a master in, and has extensive knowledge of, the z/OS operating system, System Automation and other z/OS system software.

The incumbent has also mastered the use of IPCS and other MVS debug tools, the interpretation of system messages, analysis of the system log, analysis of job logs, reading and interpreting system and job dumps, analysis of system traces and use of all tools necessary to gather sufficient documentation to identify a problem. The incumbent will, as needed, independently resolve problems on behalf of OTech's z/OS service offerings for OTech customers without assistance and will interface with hardware and software vendors as appropriate to ensure sustainable resolutions and to minimize downtime.

Desirable Qualifications: (List in order of importance.)

The IT Spec II must maintain an extensive working knowledge of and the ability to perform any combination of the following:

- Additional knowledge and experience with other operating system environments (z/VM, Linux on zSeries).
- Extensive knowledge of the concepts of z/OS mainframe architecture and its usage.
- Working knowledge of z/OS, JES2 and/or JES3 commands along with miscellaneous system tools or applications, such as TSO, ISPF, ESP, IOF, FTP, CLIST, REXX, etc.
- Knowledge of z/OS workload types and workflow, including major categories of interactive/batch jobs.
- Knowledge and experience with System Automation for z/OS
- Ability to work with a variety of technical and management staff, as well as vendors and customers.
- Experience working in a team environment
- Good technical writing skills and verbal communication skills.
- Familiarity with change management principles.
- z/OS, z/VM and Linux on zSeries concepts, components and processing techniques.
- JCL and procedures.
- z/OS, JES2 and/or JES3 commands and z/OS file structures.
- z/VM and Linux on zSeries commands and file structures.
- Tape and DASD processing.
- Hardware configurations.
- PC software tools such as MS Access, Excel, Word, HTML, etc

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

SUPERVISOR NAME (PRINT) Ellen Rhodes, IT Manager I	SUPERVISOR SIGNATURE	DATE
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