

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 9/2019)

Classification Title	Board/Bureau/Division
Information Technology Specialist I	Contractors State License Board
Working Title	Office/Unit/Section/Geographic Location
Senior Application Developer	Office of Information Technology / Client Server Applications Unit / Sacramento
Position Number	Name and Effective Date
622-120-1402-004	

General Statement: Under the direction of the Information Technology Manager I, the incumbent will independently perform as a high-level technical specialist, act as a team leader on complex systems software projects, and possess extensive technical expertise and skills to implement and maintain CSLB's complex IT projects. This includes systems software, equipment, and the understanding of capabilities and interfaces between hardware and software, and the requirements for the installation and the implementation of the complex information technology software systems. Specifically, the incumbent will be responsible for the development, maintenance, and ongoing support of the mission critical State Contractor Official Regulatory Examination System (SCORE), the CSLB Internet and Intranet web sites adhering to standards set by the CSLB, DCA and/or California State Web Standards. The incumbent will also work with Board's Testing external company to resolve technical issues. The Information Technology Specialist I position is in the Software Engineering domain. Duties include, but are not limited to, the following:

A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]

45% (E) IT Systems and Applications Support

Independently responsible for the study, design, development and programming of CSLB information technology systems which includes the task of project team leader for analyzing operational methods and developing computer programs to meet desired business needs and results. Work as a technical specialist and is responsible for being the project team leader on complex applications, or resolution of complex information technology systems problems; this includes the resolution of complex problems related to interfaces and connectivity of multiple hardware platforms, operating systems, Structured Query Language (SQL)/database management systems, and various other applications. Act as project team leader, establish and maintain cooperative working relationships with project team, SCORE/Testing users, CSLB Management, Testing staff, Public Affairs staff, Technical Support staff, and other government offices to perform the ongoing development, maintenance and support of SCORE/Testing and the Internet/Intranet. Develop specifications and requirements to identify system enhancement alternatives and recommend solutions. Identify application and programming specifications, and document design specifications for new applications and programs. Write complex program codes for enhancements and fixes to the existing program applications or modules using a variety of programming languages. Perform database support, test program code and conduct user testing. Implement test program into production, monitor the systems applications for performance and/or security violations and troubleshoot and resolve user issues/problems. **(10%)**

SQL/Database Information Management, including:

- Ensure all database servers are backed up
- Test backup and recovery
- Troubleshoot SQL Server service outages as they occur, including after-hours and weekends
- Configure SQL Server monitoring utilities to minimize false alarms

- Identify whether to use clustering, log shipping, mirroring, Windows Azure, or other technologies as new systems are brought in-house.
- Install and configure new SQL Servers and keep SQL Servers up to date (patched and to most current version feasible)
- Deploy database change scripts provided by third party vendors
- Determine the most effective way to increase performance including hardware purchases, server configuration changes, or index/query changes when performance issues arise
- Check SQL Error logs, Event Viewer, Batch Jobs Completion codes, backups and log sizes
- Run Indexing and Integrity Checks
- Perform monthly security audits on all logins and users to SQL server **(10%)**

Conduct and document business requirements and perform detailed system analysis to determine the impact on other applications and/or systems interfaces. Develop and document the design specifications, analyze programming structure, and apply advanced modeling techniques to ensure interfaces are meeting functionality requirements. **(10%)**

Prepare documentation to record application build methodology, date of program changes and reason for changes. Produce and maintain system application documentation. Document application features for user testing, writing and maintaining manuals on the use and functionality of CSLB's web site and web applications and prepare end user training material. Perform ongoing complex tasks which include establishing policy for access control, application version control methodology, application documentation procedures and creating policy to evaluate and prioritize user enhancement and problem requests. Perform and write documentation related to the resolution of complex technical and non-technical problems. Develop, implement and monitor project plans. Prepare cost estimates for changes and enhancements and prepare cost benefits analysis for management. Establish procedures and guidelines for data security and confidentiality. Conduct impact and risk analysis. Prepare daily data backup guidelines and set up archiving schedules, review and validate risk analysis and identify corrective action. **(10%)**

Coordinate and oversee CSLB Testing Division production processing, including the generation of psychometric reports to evaluate and maintain the validity and reliability of the contractor exam pools/tests. **(5%)**

25% (E) Web Site Maintenance

Perform and oversee the advanced analysis, design, development, programming/coding support, and implementation into production for CSLB Internet and Intranet web sites and other web applications. Ensure design and coding is structured, supportable, reliable, and scalable, including:

- Develop comprehensive software development plans for cross functional applications.
- Lead application development teams with, initiating and influencing key decisions and obtaining necessary projects resources.
- Develop new theories, concepts, standards and methodologies in web application development.
- Integrate new products at the operating system and/or application layer and ensure continued optimization of system performance.
- Evaluate and recommend adoption of new or enhanced approaches to the delivery of information technology services related to web application development.
- Develop and maintain comprehensive software development plans/specifications.
- Lead joint application development teams and oversee projects with authority to initiate and influence and/or make key decisions and obtain necessary project resources.

- Develop new theories, concepts, standards and methodologies in web application development.
- Ensure optimal use of commercially available products through integration at the Operating System or Application layer.
- Evaluate and recommend adoption of new or enhanced approaches to the delivery of IT services related to web application development.
- Provide technical guidance concerning system technical constraints, acceptance testing, performance criteria, complex design issues, and complex programming logic.
- Perform complex troubleshooting of programming/logic problems, design problems, performance, etc.

10% (E) IT Security

Maintain knowledge of State IT security policies and directives: Proactively be responsible for ensuring the rigorous application of the most current information security policies, principles and practices are applied in the delivery of the SCORE, Internet/Intranet web site services. Take immediate action in applying policies, directives, etc. to ensure the availability and security of systems applications.

10% (E) Leadership, Mentoring

Provide leadership, programming and technical instruction to other IT staff, including staff development, mentoring, and assistance with problem solving relating to complex applications and IT problems. Conduct formal training for other programmer staff to transition knowledge of applications and systems functionality, logic and relationships used to build screens or reports. Teach programmers to write code for database queries, ad hoc reports, application/code structures, and performance optimization. Set priorities, distributes workload and monitors progress to ensure milestones are met and deliverables meet client/business specifications.

5% (E) Project Management

Perform project management tasks adhering to CAPMM/PMP standards; to include, but not be limited to, investigating, analyzing, and evaluating project feasibility; developing project costs and benefit analysis/estimates; evaluating risks; preparing statements of work; and estimating staff and consultant resources required for successfully project completion. Manages necessary contracts/contractors and their consultants; manages projects to ensure accurate statements of work are developed; project plans are complete; timelines are met; tasks are completed; deliverables received; successful acceptance testing is performed; and ensures invoices are approved and paid according to contract requirements.

5% (M) Skill Development/ADA Compliance

Develop and maintain knowledge, skills, and abilities in learning multiple complex software/hardware platforms, various programming languages, latest web technologies and standards; middleware, databases, ADA compliance of all Website pages/documents, etc. Attend training/seminars and use other research methodologies to identify new programming software, languages, web technology, and development techniques such as object-oriented programming and computer-assisted system engineering tools and determine applicability to the CSLB environment.

B. Supervision Received

The incumbent is under the direction of the Information Technology Manager I.

C. Supervision Exercised

None

D. Administrative Responsibility
None

E. Personal Contacts
Incumbent has daily contact with all levels of the Information Technology Division staff, consultants/vendors, CSLB staff, California Department of Technology Data Center Services, Control Agency staff, DCA OIS staff and other government agencies.

F. Actions and Consequences
The incumbent makes decisions and program modifications impacting the direction and functionality of CSLB's complex IT systems and applications. Poor technical decisions and failure to exercise good judgment in carrying out the duties may result in the unavailability of mission critical systems. Should a system become unusable, it could cause substantial workload backlogs in every unit/function from the Licensing, Examination, and Enforcement Divisions and result in unavailable services to consumers, and cause harm to licensees, and applicants.

G. Functional Requirements
Incumbent works in an office setting with artificial light and temperature control. Daily access to and use of a personal computer, telephone, and computer room is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. The incumbent must occasionally move equipment weighing up to 25 pounds. When dictated by workload and systems maintenance, the incumbent may work a varying work schedule, be on-call during non-normal business hours.

H. Other Information
Incumbent must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to CSLB management and staff needs. Regular and consistent attendance is required. Must have ability to balance concurrent assignments and complete assigned projects and tasks on tight time constraints. The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets. Incumbent in this position will be required to submit fingerprints to the Department of Justice for criminal history background clearance and be cleared before hiring.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

Approved 7/2020 JM